
City of Franklin Job Description

Job Title: Secretary
Department : Engineering
Reports to: City Engineer
Salary Status: Grade Level 12 TEAMSTERS Union Contract
Prepared By: Laura Sutherland, Human Resource Manager
Prepared Date: April 6, 2004

Approved By:

Approved Date:

Summary:

Under the general direction of the City Engineer, maintains the utility billing database; processes utility bills and statements; produces reports; schedules appointments; gives information to callers and relieves managers of clerical work and minor administrative and business detail for the Engineering Department and the Sewer & Water Department by performing the following duties.

Essential Duties and Responsibilities: include the following. Other duties may be assigned:

Process utility bills for the Sewer and Water Department using an automated database system. Updates and maintains information in the system. Responds to inquiries from customers regarding utility bills.

Compose, type and edit a variety of correspondence, reports, memoranda and other material requiring moderate judgment as to content accuracy and completeness.

Act as custodian of departmental documents and records.

Establish and maintain filing systems, controls records and indexes.

Help to maintain order, neatness, comfort and safety within the department.

Assist in creation of forms for documentation and systems for organization as appropriate for operation of the department.

Process purchase orders, with required record keeping for departmental, grant and city accountability.

Seek improvement of conduct of Engineering Department affairs by participation in departmental operations.

Receive the public and answers questions; respond to inquires from employees, citizens and others and refer, when necessary, to appropriate persons.

Prepares agenda and minutes for the Board of Public Works, Board of Water Commissioners and Safety Committee.

Supervisory Responsibilities:

As a lead worker, supervises the employee in the clerk/typist position. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning and directing work; addressing complaints and resolving problems.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High school diploma or general education degree (GED); two (2) years of related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures. Familiarity with automated billing systems.

Ability to organize and prioritize daily tasks for efficiency to meet all requirements.

Ability to use communication skills in interactions with customers, visitors to the department and co-workers.

Ability to make independent judgments which have moderate impacts on the organization.

Tools and Equipment Used:

Mainframe computer terminal; personal computer including word processing software; copy machine; word processor; fax machine; calculator; telephone and radio.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.