

City of Garland Job Description

HR Use Only			
Title	Department Representative II	Job Code	262533
Reports to	Management Services Coordinator	Range	218
Department	PRCAD	FLSA	Non-Exempt
Date	August 1, 2023	Job Family	Administrative Support

Summary

Responsible for complex daily support of multifunctional business and administrative departmental support, administrative functions and responsibilities as established through departmental needs. Also responsible, for providing on-the-job training to all levels of support staff as needed.

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

- 1) Provide day-to-day, multifunctional business and administrative support.
- 2) Respond to general inquiries through answering telephone calls, e-mails or face-to-face communication and direct calls and inquiries to appropriate personnel.
- 3) Create, prepare, and maintain office files, which can include updating personnel folders.
- 4) Send, receive, and distribute documents, including faxes and correspondence to appropriate department personnel.
- 5) Ensures supply inventory are at optimal levels at all times and stays abreast of office equipment maintenance.
- 6) Assist with records retention program: which includes the security and storage of active and inactive files and records, insuring physical and electronic records are scanned and/or added to the imaging system.
- 7) Provide on-the-job training to all levels of staff, as needed.
- 8) May interact with vendors and City employees regarding various issues.
- 9) Support and serves as back - up to Management Services Coordinator as needed.
- 10) Support and serves as back - up to department Accounting Representative II as needed.

Minimum Qualifications

- ❖ High School Diploma or General Equivalency Diploma (G.E.D.)
- ❖ 3 years related experience

Or an equivalent combination of education and experience sufficient to successfully perform the essential functions of the job.

Preferred Qualifications

Education/ Experience:

- ❖ Some college courses completed or training beyond the high school level
- ❖ 3-5 years experience in bookkeeping, accounting, finance, customer service and/or administrative support

Knowledge, Skills & Abilities:

- ❖ Basic to intermediate knowledge of business practices and procedures
- ❖ Intermediate skills in PC and systems applications
- ❖ Excellent customer service and telephone etiquette skills
- ❖ Proficient organizational skills
- ❖ Proficient oral and written communications skills
- ❖ Ability to multitask
- ❖ Ability to adapt to various working environments
- ❖ Ability to work independently and/or in a team environment
- ❖ Ability to work independently and with little to no supervision
- ❖ Bilingual (Spanish) a plus.

Licenses and Certifications

- ❖ Valid Class C Texas driver's license

Job Competencies

Adaptability/Flexibility	Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs.
Communication	Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills.
Creativity/Innovation	Generates new ideas, challenges the status quo, takes risks, supports change, encourages innovation, solves problems creatively.
Customer Service	Handles customer questions and complaints, communicates with customers, handles service problems politely and efficiently, always available for customers, follows procedure to solve customer problems, understands company products and services, maintains pleasant and professional image.
Interpersonal Skills	Has good listening skills, builds strong relationships, is flexible/open-minded, negotiates effectively, solicits performance feedback and handles constructive criticism.
Productivity	Manages a fair workload, volunteers for additional work, prioritizes tasks, develops good work procedures, manages time well, handles information flow.
Teamwork	Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere.

Physical Requirements / Work Environment

The work environment and physical demands 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 incumbent works in a typical office environment; relatively free from unpleasant environmental conditions or hazards.

Position Title:
Department:
Representative

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