



PUBLIC WORKS OFFICE COORDINATOR

DEFINITION

Under general supervision, performs a variety of highly responsible and complex administrative support duties for the Department Director and other managers. Requires significant knowledge of public works operations.

SUPERVISION EXERCISED

Train, evaluate and supervise subordinate staff.

EXAMPLES OF DUTIES

The duties listed below 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 this classification.

Answer and resolve inquiries from the public, both in person and over the phone, troubleshoot issues, direct customers to appropriate staff member and take messages.

Review day-to-day office operations and provide recommendations on streamlining processes to maximize efficiency.

Conduct special surveys and studies, including gather information from other cities and agencies.

Routinely assess the public works work-order system and recommend changes as needed.

Coordinate tracking and monitoring of department wide budget.

Assist with various department specific services such as bulky item program and encroachment permits.

Work with vendors to resolve issues and challenges.

Oversee, maintain and lead centralized purchase order, accounts payable, and accounts receivable functions for the department.

Order supplies, schedule meetings and facilities and process mail.

Receive and process requests for documents; create, update and maintain lists, charts, spreadsheets, calendars, forms, certificates and related documents.

Coordinate petty cash disbursements and reconciliation; prepare purchase orders.

Independently compose and proofread reports, correspondence, invoices, policies and related documents.

Prepare agenda materials for Commission and/or City Council; take and transcribe meeting minutes.

Establish and maintain record keeping system for Department; respond to Public Records Act requests.

Perform data entry and use a variety of computer software programs.

Manage and maintain department website and social media presence.

Assist with budget and contract preparation and monitoring.

Process time cards and payroll.

Serve as office manager and oversee all office support functions.

Complete special projects as assigned.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Standard office procedures, methods and computer equipment.

Basic cashiering and fiscal record keeping.

Computer software such as Word, Excel, mail merge and related programs.

Techniques used in dealing with the public and customer service.

Techniques used in training, supervision and performance evaluations.

English grammar, punctuation, spelling, vocabulary and use.

Business letter writing, record keeping, minute taking and preparation.



Applicable ordinances, codes, regulations, including administrative and department policies and procedures and related State and Federal laws.

Ability and Skill to:

Operate office equipment including computers, copying machines and phone systems.

Accurately type 60 words per minute and enter and tabulate data.

Respond to questions from the public and staff.

Accurately perform basic mathematical calculations.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

Train, supervise and evaluate subordinate personnel.

Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

High School graduation, training in business or public administration and four (4) years general office experience, including computer proficiency. AA/AS and Bilingual skills desirable.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person



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Ability to prepare reports, perform mathematical calculations, count money and sort/file documents

Ability to sit for two hours at a time

Ability to lift up to 15 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records

Ability to get from one location to another in the course of doing business

