



CITY OF DUBUQUE
invites applications for the position of:

Office Assistant (Temporary)

An Equal Opportunity Employer

SALARY: \$11.13 - \$12.67 Hourly

OPENING DATE: 03/31/21

CLOSING DATE: 04/07/21 11:59 PM

DESCRIPTION:

IMPORTANT - please read: Applicants must thoroughly and accurately complete the application and provide all relevant information pertaining to their qualifications, skills and abilities as indicated in the job description. Incomplete applications or those that do not expressly provide information regarding the applicant's qualifications as included in the job duties, required and desired qualifications, may be cause for disqualification from consideration for a position.

*****This position will run for approximately four months beginning in April and ending in August.***

GENERAL SUMMARY: Under supervision, perform varied and diverse entry-level clerical duties requiring knowledge of office systems and procedures in accordance with the office procedures of the Multicultural Family Center including answering telephones, bookkeeping, typing or word processing, office machine operation, and filing; and performing other duties as assigned. The ideal candidate possesses the ability to follow a management philosophy that is input oriented and values equity, problem solving and the development of partnerships; the ability to work effectively as a member of a team; and the desire to be part of an organization that values service, people, integrity, responsibility, innovation and teamwork.

DISTINGUISHING FEATURES OF THE CLASS: Work in class involves responsibility for performing clerical, customer service and receptionist duties. Employees in this class report to a supervisor and work is reviewed by the supervisor through conferences and results achieved.

EXAMPLES OF DUTIES:

JOB DUTIES:

- Greet customers on the phone and in person.
- Operate office equipment.
- Answer telephones to route calls or provide information.
- Respond to customer inquiries or problems.
- Enter information and data into computer system.
- Search files, databases or reference materials to obtain needed information.
- Use a two-way radio to relay real time information.
- File documents or records.
- Maintain inventory records; and office equipment in proper operating condition.
- Proofread documents, records, or other files to ensure accuracy.
- Check data for recording errors.
- Send information, materials or documentation.
- Compile data or documentation.
- Distribute incoming mail.
- Provide forms and information to customers and coworkers.
- Collect payments or fees.

TYPICAL QUALIFICATIONS:

KNOWLEDGE, SKILLS AND ABILITIES:

- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Active Listening** - Listening to others, not interrupting, and asking good questions.
- **Speaking and Comprehension** – Communicating by speaking clearly and understanding what people are saying.

REQUIRED QUALIFICATIONS

- High school diploma or equivalent
- Experience or on-the-job training related to the duties of the position.
- Or any combination of education and experience relevant to the position qualifications.

DESIRED QUALIFICATIONS:

- Experience working with a diverse workforce and population.
- Customer service experience.

SUPPLEMENTAL INFORMATION:

OVERTIME STATUS: Non-Exempt

The City of Dubuque is an equal opportunity employer. All applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability or veteran status.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.cityofdubuque.org/2087/Job-Opportunities>

Job #1920-temp-03302021
OFFICE ASSISTANT (TEMPORARY)
TB

OUR OFFICE IS LOCATED AT:
Human Resources Department
50 W 13th Street
Dubuque, IA 52001
563-589-4125
humanresources@cityofdubuque.org

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