



City of South Bend

Vacancy Announcement

Post Date: Wednesday, May 6, 2015

Closing Date: Tuesday, May 12, 2015

## **SECRETARY IV**

**Category:** Full Time

**Department:** Code Enforcement

**Reports To:** Director of Code Enforcement

**Schedule:** Monday-Friday, 8:00 am-5:00 pm, subject to vary based on departmental needs.

**Pay Rate:** \$12.88-\$14.37/hr. (Non-Exempt)

**Position:** SUMMARY

Contributes to overall department success by tracking Key Performance Indicators (KPIs) and generating stakeholder reports. Performs secretarial and clerical work for the office and related work as assigned. Acts as receptionist for the department, which includes answering telephone calls and handling all visits at the front desk/reception area.

### **SUPERVISION EXERCISED**

Not applicable.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

- Inputs all cleanup invoice information into the computer.
- Tracks and coordinates cleanup invoicing data.
- Performs some data collection, analysis, and reporting related to Key Performance Indicators.
- Coordinates file scanning initiative and other modernization activities as needed. Performs other typing, filing, and office tasks as assigned.
- Answers telephones (thoroughly screens calls) and directs related requests to the proper person.
- Greets all visitors at the front desk/reception area, answering their questions and assisting as required.
- Takes citizen complaints or requests and refers to appropriate personnel.
- Logs complaints into the computer and distributes outgoing work to the inspectors.
- Inputs responses from complaint forms into the computer.
- Closes environmental files in the computer.

### **QUALIFICATIONS**

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. 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 equivalent education is required. College degree preferred.
- At least two years' experience and proficiency in MS Office, particularly Word, Excel, Outlook, and PowerPoint.

**KNOWLEDGE, SKILLS AND ABILITIES PREFERRED**

- Significant computer skills and high degree of MS Office knowledge.
- Ability to type accurately at the rate of 60 words per minute.
- Ability to deal tactfully with all persons on the telephone and in person.
- Ability to systematically collect and analyze data.
- Strong problem solving skills, a high attention to detail, and an enthusiasm for teamwork.

**CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid Driver's License if required to drive City vehicle.

**EQUIPMENT**

Desktop and laptop computer; landline and cellular; facsimile machine; copier, and scanner.

**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 walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

**WORK ENVIRONMENT**

Standard office setting with some travel from site to site. Some exposure to noise, dust, grease, smoke, fumes, noxious odors, gases, and all types of weather and temperature conditions; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure.

**EQUAL OPPORTUNITY EMPLOYER**

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.

**TO APPLY**

All applications for currently posted positions will be submitted online at [www.southbendin.gov](http://www.southbendin.gov) or at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12<sup>th</sup> Floor, South Bend, IN 46601.

**Ability to Speak Spanish a Plus**

**Drug Screen Required**