

**CITY OF SYCAMORE  
JOB DESCRIPTION**

**DATE APPROVED:** 2020

**POSITION TITLE:** Part-time Secretary

**GROUP:** City of Sycamore

**REPORTS TO:** Assigned Department

**FLSA STATUS:** Non-Exempt, represented by AFSCME Local 3957

**JOB SUMMARY**

The Part-time Secretary will have the responsibility of handling phone and in-person requests for service and assisting with office support as needed.

This position requires consistent attention and commitment to the mission and policies of the City of Sycamore. All related and assigned duties are to be performed in an efficient and effective manner. The job holder must conduct himself/herself in a manner, both on and off duty, which supports the highest standards of the law enforcement profession and does not bring disrepute or unnecessarily endanger the public's trust or confidence in this agency or its members.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES**

**1. Primary Duties:**

- Providing customer service to citizens by phone or in person
- Processing FOIA requests for records and information according to department policies.
- Inventorying office supplies and department forms.
- Providing other clerical support, including checking in packages and shipments, receiving, sorting and processing departmental mail, processing of correspondence related to office business, and maintaining an orderly and clean work environment.
- Answering telephones and taking messages.
- Respond to requests for reports and other legal documents from various internal departments as well as other outside agencies concerning department business.
- Assist in records management and data entry of department

**2. Public Relations:**

- Effectively interacting with office staff, officers, telecommunicators, and other members of the department and city employees.
- Effectively interact with members of the public and business community on the phone and in person

- Handling telephone inquiries and walk-ins concerning information requests, fines, past due accounts and other departmental business.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- Knowledge of department operating procedures (including release of information, cash handling, and reporting policies).
- Knowledge of Freedom of Information Act.
- A high level of problem-solving ability, self-initiative and a willingness to work a majority of the time without direct supervision.
- Ability to exercise judgment concerning operational procedures, department priorities and activities within established guidelines.
- Ability to utilize word processing software, Spreadsheet, Database, Telecommunication equipment, management information systems, and other basic office equipment.
- Ability to establish and maintain cooperative working relationships with others.
- Ability to understand and maintain confidentiality.
- Ability to read and interpret rules, policies, and procedures.
- Ability to follow written and verbal instructions.
- Ability to be willing to develop new skills and competencies necessary for anticipated department needs.
- Ability to work hours that will be determined by the needs of the department but will generally be during the daytime with flexibility to accommodate the public. Some early morning, late afternoon, and weekend hours may be required in the case of an emergency or special City event.

### **MINIMUM QUALIFICATIONS REQUIRED**

#### **Education:**

- High school diploma or its equivalent is required.

#### **Experience:**

- Two years experience in general office procedures.

### **PHYSICAL DEMANDS/WORK ENVIRONMENT CONDITIONS**

The physical demands and work environment conditions 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.

The majority of the Records Clerk tasks are performed inside and are of a clerical nature. The employee will be frequently required to sit and talk and hear. The employee will be required to stand, walk, and use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to sit, enter data into a terminal, personal computer, or keyboard device, and operate office equipment requiring repetitive arm/hand movement. Few tasks require heavy lifting, pushing, pulling or carrying heavy loads up to 25 pounds. Specific vision abilities

required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Mental alertness is very important because of the need to make important decisions concerning the information systems of the agency and the agency's policies concerning dissemination of information as well as general operating procedures concerning records and administrative functions. The noise level in the work environment is usually moderate.