



Office of Human Resources
Operations Assistant - LA2383
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General Statement of Duties

Performs paraprofessional operational duties that serve the needs of the business unit, evaluates operational practices, and makes recommendations for improvements.

Distinguishing Characteristics

This class performs paraprofessional operational duties that serve the needs of the business unit. The Operations Assistant is distinguished from an Administrative Support Assistant IV that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area. The Operations Assistant class is also distinguished from the Staff Assistant class that performs paraprofessional level work to execute components of a specific administrative function(s) in the operations of an organization.

Operations Assistants participate in the operations of a department/agency to achieve its business objectives. Employees have an advanced knowledge of the business unit, policies, procedures, and applicable federal, state, and/or local guidelines. Whereas, a Staff Assistant is responsible for components of administrative functions that are typically performed by an administrator or professional level class that have been delegated by the manager to support an operational or functional area(s).

Level of Supervision Exercised

By position, performs lead work.

Essential Duties

Researches and analyzes a variety of operational issues, collects data from various sources, evaluates data, and prepares reports and presents preliminary recommendations to supervisor or manager.

Evaluates and monitors new or existing procedures for effectiveness, outlines needed changes for improvements, and assists in the implementation of new and revised methods, procedures, or systems.

Acts as a liaison by providing technical support and customer service to staff members, other city department/agencies, and the public while maintaining a working knowledge of relevant laws, regulations, policies, and procedures related to the operational area.

Maintains the official records retention schedule to facilitate records storage and retrieval and provides training to staff members in order to ensure compliance with records retention policies and procedures and to explain newly developed or revised records management procedures.

Assists in determining if new equipment is needed, purchases equipment and operating supplies, contacts vendors to resolve discrepancies, and monitors expenditures.

Participates in developing, revising, and updating instructional materials, manuals, and websites.

Trains employees on new procedures and other areas that are specific to the work area.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Skill with computer software, including Microsoft Office programs.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of clerical experience at the type and level of an Administrative Support Assistant IV.

Education & Experience Equivalency

Additional appropriate education may be substituted for two years of the minimum experience requirement. which doesn't allow for substitution for 1 of the 3 years.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

By position, requires certification in CPR/First Aid at the time of application or within six months of probation.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

For DPL Positions Specifically:

Potential exposure to infections and contagious diseases.
Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Handles absentee replacement on short notice.
Handles emergency or crisis situations.
Personal Safety: aware of surroundings, people, and events.

Level of Physical Demand

For DPL Positions Specifically:
2-Light (10-20 lbs.) to 4-Heavy (50-100 lbs.)

Physical Demands

For DPL Positions Specifically:

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: Remaining in a stationary position.
Reaching: Extending the hands, arms, or other device in any direction.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Fingering: Picking and pinching, through use of fingers or otherwise.
Talking: Communicating ideas or exchanging information.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Repetitive Motions: Making frequent or continuous movements.
Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.
Walking: Ability to move or traverse from one location to another.
Carrying: Transporting or moving an object.
Pushing: Exerting force upon an object so that it moves away from the person.
Pulling: Exerting force upon an object so that it is moving to the person.
Balancing: Maintaining equilibrium.
Stooping: Positioning oneself low to the ground.
Kneeling: Assuming a lowered position.
Crouching: Positioning body downward and forward.
Lifting: By Position, may move objects 10-20 pounds, 20-50 pounds, or 50-100 pounds from one level to another.
Standing: Remaining in a stationary position.
Written Comprehension: Ability to discern the meaning of written words.
Neck Flexion: Perceiving objects located above or below.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Kneeling: Assuming a lowered position.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record
By position, Licenses/Certification

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: A-613

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: