General Statement of Duties
Performs a variety of entry level jobs in city government.

Distinguishing Characteristics
The Youth Assistant performs a variety of entry level jobs in city government. This class is distinguished from the intern classifications that are enrolled in higher education or recently graduated from higher education.

Guidelines, Difficulty and Decision-Making Level
Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received & Quality Review
Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communication & Purpose
Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

Level of Supervision Exercised
None

Essential Duties
Develops skills and performs a variety of occupational assignments including general labor work, general clerical work, and/or other duties as assigned.

Develops acceptable work habits and behaviors required in a structured work environment.

Performs work procedures related to the assigned work area.

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.
Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

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.

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

### Knowledge & Skills
None

### Education Requirement
None

### Experience Requirement
None

### Education & Experience Equivalency
None

### Licensure & Certification
None

### Working Environment
Varies based on position.

### Level of Physical Demand
1-Sedentary (0-10 lbs.)

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

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement
Criminal Check

### Assessment Requirement
None

### Probation Period
None
### Class Detail

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