RESIDENTIAL SOUND INSULATION PROGRAM ASSISTANT

DEFINITION
Under close supervision, assists with the development and delivery of activities associated with the City’s Residential Sound Insulation Program.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
Assists with the development and delivery of program service associated with the City’s Residential Sound Insulation Program; Explain processes to potential participants in city programs; notifies clients of program changes; research and gathers data to assist in the completion of program reassessments and reports; maintains and updates client files, resources and forms; monitors and reviews client paperwork completion for grant funding; may assists in the coordination of program events and activities; assists office staff in departmental/program activities as needed.

Answers phones and directs calls to appropriate person; provides program information and referrals; calls clients to conduct satisfaction surveys; participates in staff meetings, training, and conferences; schedules appointments for staff engaged in the program activities or services.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
Knowledge of quality customer service techniques and concepts
Knowledge of electronic and physical file management
Skilled in meeting deadlines
Skilled in maintaining and updating files and records
Skilled in following oral and written instructions
Skilled in establishing and maintaining productive working relationships
Ability to operate a personal computer using MS Office software package
Ability to type 30 words per minute

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 20 pounds; May be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS
A high school diploma or equivalent, AND one (1) year experience in working in a business environment office environment utilizing fax, copiers, and personal computers to perform clerical duties.