



## CITY OF MCKINNEY

### JOB DESCRIPTION

**JOB TITLE:** MEDC / MCDC Administrative Assistant    **JOB CODE NO:** 9321  
**REPORTS TO:** MEDC President- CEO    **SAFETY SENSITIVE:** No  
**FLSA:** Non-Exempt    **GRADE:** H

### SUMMARY OF POSITION

The Administrative Assistant provides administrative support to the McKinney Economic Development Corporation (MEDC) and McKinney Community Development Corporation (MCDC) executive management and staff. Primary duties include but are not limited to: providing unparalleled customer service in person, by telephone and mail with a proactive and solution-focused approach; managing office inventory, equipment and operations; providing support for multiple boards including; preparing and posting meeting agendas, preparation of board meeting materials and taking official public board meeting minutes; coordinating arrangements for meeting rooms/facilities, equipment, materials, setup and cleanup; conducting AP-AR functions for the MEDC/MCDC and assisting with the coordinating and implementing process for MEDC incentive agreements/compliance and MCDC grant applications that includes status updates and final reports; creating and maintaining databases for outreach and communications initiatives. .

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serves as a key contact for board members, City Council members, MEDC clients, MCDC grant applicants, grantees, visitors, City staff and others.
2. Provides administrative/secretarial support for management and/or staff of assigned organizations: relieves management staff of routine administrative tasks; screens telephone calls, mail, e-mail, and other communications and initiates appropriate action/response; types, composes, edits, or proofreads various documentation; maintains calendars and schedules meetings, appointments, interviews, or other activities; coordinates travel arrangements, accommodations, conference registrations, or related plans for department staff.
3. Performs AP-AR duties for multiple agencies as well as assists both agencies Presidents in the tracking and management of the annual budget on a daily basis.
4. Provides administrative support for Board, committees, or other meetings: prepares meeting agendas, packets, and related documentation; coordinates arrangements for meeting rooms/facilities, equipment, refreshments, setup/cleanup, or other requirements; notifies participants of scheduled meetings; posts agendas.
5. Creates, maintains, and updates departmental databases: receives departmental forms/applications and enters data into computer database; updates current status of data in computer; generates computer reports.
6. Answers telephone calls and greets visitors: ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; retrieves messages from voice mail or answering machine; initiates and returns calls as necessary.
7. Provides unparalleled customer service and performs customer service functions in person, by telephone, and by mail: provides information/assistance regarding City, department, or division services, procedures, documentation, fees, or other issues; assembles and/or distributes forms, packets, or other

documentation as requested; responds to routine questions or complaints; researches problems/ complaints and initiates problem resolution with a proactive and solution-oriented focus.

8. Types, prepares, transcribes, proofreads, and/or completes various forms, reports, correspondence, logs, lists, schedules, itineraries, agendas, meeting minutes, attendance records, time sheets, payroll documents, purchase requisitions, check requests, petty cash slips, travel requests, proclamations, or other documents.
9. Performs outreach to MEDC clients and prospective clients as well as assisting with follow up communication and the provision of timely and accurate information as needed.
10. Receives various forms, reports, correspondence, logs, schedules, agendas, meeting minutes, staff reports, time sheets, invoices, statements, requisitions, budget reports, purchase orders, applications, submittal documents, attendance records, computer operational guides, policies, procedures, manuals, maps, directories, catalogs, reference materials, or other documentation; reviews, completes, proofreads, processes, forwards or retains as appropriate.
11. Implements MCDC grant process and timeline to include notice of availability of grants; perform initial review to ensure applications are complete; follow-up on grant status and reports to management; ensure final report and documentation of performance agreements is provided.
12. Maintains file system of various files/records for the department: prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents.
13. Operates and maintains office equipment; replenishes paper, ink, toner, etc.
14. Processes incoming/outgoing mail: sorts, organizes, opens, stamps, and/or distributes incoming mail; receives/signs for incoming mail/packages and delivers to appropriate personnel; processes outgoing mail.
15. Compiles administrative and/or statistical data pertaining to department operations: consolidates data; enters data into computer; prepares reports/lists.
16. Conducts research of department files, database records, hardcopy materials, Internet sites, or other sources as needed.
17. Maintains current manuals, City ordinance manuals, code books, map books, directories, and other reference materials.
18. Monitors inventory of department supplies and forms: ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies; obtains price quotes and prepares purchase requisitions.
19. Performs other duties as assigned.
20. Complies with all written City policies and procedures.
21. Adheres to assigned work schedule as outlined in City and department attendance policies and procedures.

### **KNOWLEDGE, SKILLS, ABILITIES, AND BEHAVIORS**

- Requires a professional appearance and behavior with a focus on unparalleled customer service.
- Requires the ability to exercise the judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.
- Requires the ability provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations.

- Requires the ability to utilize a wide variety of descriptive data and information, such as city policies, grant guidelines and instruction manuals.
- Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Requires the ability to calculate, compute, tabulate and summarize data and/or information. Includes the ability to perform subsequent analysis and actions in relation to these computational operations.
- Prior use and management of a CRM system a plus.
- Requires the ability to operate computer, printers, AV and other office equipment.
- Pass a drug screen and a background check.
- Experience working in an office environment and supporting a team; contribute as a team member and treat co-workers, subordinates and customers with respect.
- Resourceful; detail-oriented; proactive; solution-focused; able to work independently; demonstrates strong work ethic.
- Build professional relationships with internal staff and customers.
- Offer flexibility and adaptability, especially during times of change.
- Communicate effectively both orally and in writing.

### **MINIMUM QUALIFICATIONS**

High school diploma; supplemented by three (3) years previous experience and/or training involving office management, office management/administration, secretarial work, meeting coordination, basic bookkeeping, customer service, record/file management, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**Any work related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements.**

### **PREFERRED QUALIFICATIONS**

College degree; proficiency in social media marketing, and use of Legistar a plus.

### **PHYSICAL DEMANDS**

The ability to lift and / or exert force up to twenty-five (25) pounds may be required.

### **WORK ENVIRONMENT**

There is limited exposure to environmental conditions.

The above statements describe the general nature and level of work being performed as of the date of preparation and approval. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the position. Employees holding this position will be required to perform any other job-related duties as requested by management. The job description does not constitute an employment agreement between the employer and employee, and all requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**ORIGINAL DATE ISSUED:**

**REVISION ISSUE DATE: 12/3/2014**

**APPROVED BY: Jim Wehmeier**

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Director of Human Resources      Date

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Department Director      Date