

SNOHOMISH COUNTY JOB DESCRIPTION

COMMUNICATIONS ASSISTANT

Spec No. 6032

BASIC FUNCTION

To provide administrative and communications support for the Road Maintenance Division of Public Works.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Receives incoming service and information calls from the general public; enters required information into computer terminal; refers emergency calls to the appropriate supervisor by radio; routes hard copy requests to supervisors by office courier; in puts and files completed service requests.
2. Monitors and answers Public Works two-way air wave communications channel for incoming requests and information from Road Maintenance crews; refers calls for police, ambulance, traffic signs, etc.
3. Enter inventory and material control on computer terminal and periodically verify data.
4. Maintains an up-to-date list on excavating jobs on the computer and notifies One Call Utility Locating Service (Dial DIG) of excavating activities.
5. Receives and processes road closure requests from all Road Maintenance Divisions. Responds to questions from co-workers and citizens regarding Road Maintenance road closures.
6. Maintains inventory records, monitors stock levels, and orders, requisitions and purchases supplies as necessary to ensure adequate stock of office supplies.
7. Collects and enters data in computer database for Road Maintenance overtime hours.
8. Maintains liaison with various vendors and suppliers to ensure that the county is receiving quality items at the best available price.

STATEMENT OF OTHER JOB DUTIES

9. Maintains office files.
10. Performs related duties as required.
11. Assists in inputting Road Maintenance Division crew sheets.

MINIMUM QUALIFICATIONS

Two (2) years of clerical experience, OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Experience in a road maintenance or construction field preferred. Must pass job related tests.

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SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required for employment.

Must be familiar with Snohomish County road system and Thomas Brothers map.

KNOWLEDGE AND ABILITIES

Knowledge of:

- office practices and procedures
- proper English, spelling, grammar, punctuation and word usage
- basic record keeping procedures
- Snohomish County Roadways and map reading

Ability to:

- type accurately on personal computer equipment
- establish and maintain effective work relationships with superiors, peers and the general public
- maintain necessary records and prepare required reports
- operate standard office equipment
- communicate effectively both orally and in writing
- work under pressure, meet deadlines, cope with interruptions, and manage multiple duties simultaneously

PHYSICAL REQUIREMENT

Manual dexterity is required to operate equipment used in the position and for writing. There is some walking, sitting, bending/stooping and pushing/pulling associated with the classification. Depending on area of assignment, may be required to lift object such as storage boxes weighing up to twenty-five (25) pounds.

SUPERVISION

Employees receive limited supervision from an administrative supervisor as assigned. Objectives, priorities and deadlines are established by the supervisor. The employees plan and carry out successive steps and resolve problems in accordance with instructions, policies and accepted practices.

WORKING CONDITIONS

The work is performed in the usual office environment, and is subject to mandatory overtime in emergency weather conditions.

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Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: February 1993

Revised: January 2003

EEO Category: 6 – Administrative Support

Pay Grade: 307 – Clerical Pay Plan

Workers Comp: 5306 Non-Hazardous