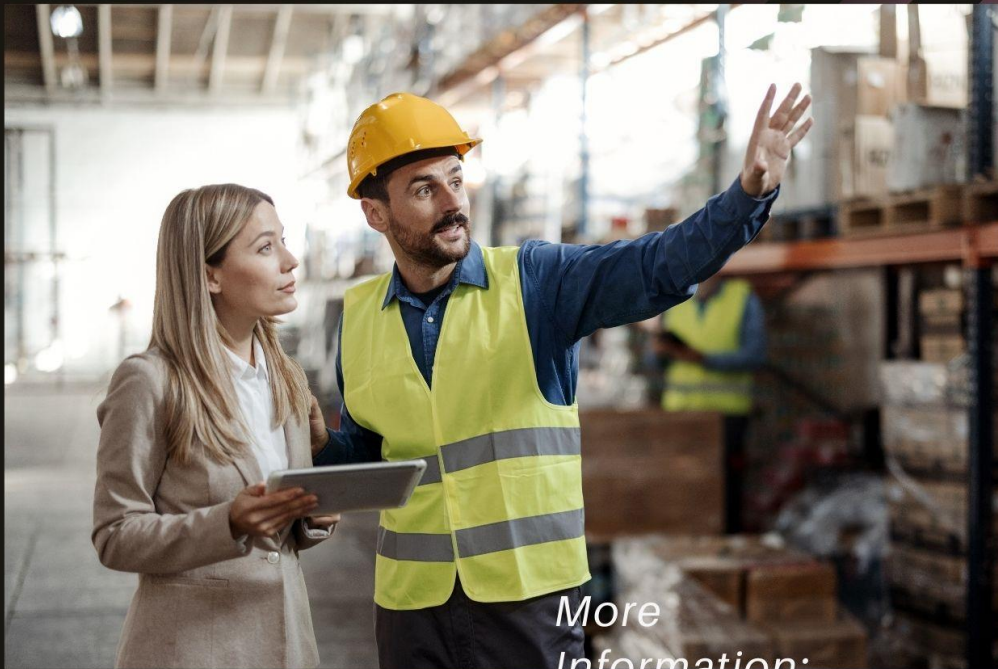


**“The Public Services Department is committed to providing quality, cost-effective, customer-oriented municipal services that enhance the quality of life for the citizens of Waynesville.”**

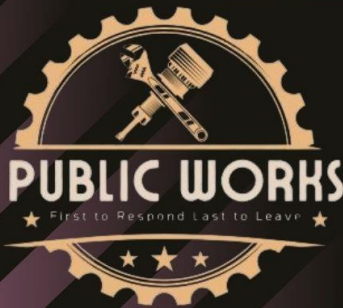
WAYNESVILLE PUBLIC SERVICES DEPARTMENT IS RECRUITING FOR

## **ADMINISTRATIVE ASSISTANT: PUBLIC WORKS COORDINATOR**



*More  
Information:*

[WWW.WAYNESVILLENC.GOV](http://WWW.WAYNESVILLENC.GOV)



Currently accepting  
applications.  
Location:  
16 South Main Street  
Waynesville, NC  
28786

*Starting Salary:*  
**\$32,606.39-42,388.31**  
**5% SALARY INCREASE AT**  
**6 MONTHS OF SERVICE**

**APPLY IN PERSON OR ONLINE**

[WWW.WAYNESVILLENC.GOV/DEPARTMENTS/HUMAN-RESOURCES/CURRENT-VACANCIES](http://WWW.WAYNESVILLENC.GOV/DEPARTMENTS/HUMAN-RESOURCES/CURRENT-VACANCIES)

**CALL RICKY BOURNE FOR MORE INFORMATION: 828-456-3706 OR 540-577-0570**

**CLASS TITLE: ADMINISTRATIVE ASSISTANT**

**Job Posting**



**Date:** April 23, 2025

**Position:** Administrative Assistant- Public Works Coordinator

**Hours:** 7am-4pm Monday-Friday

**Salary:** \$31,503.75 - \$42,388.31 annually with 5% increase after 6mth probation

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**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to perform highly technical administrative duties in support of all divisions of Public Works and other Town Departments. Coordinates public communication, scheduling, data reporting, and other interdepartmental functions to ensure efficient workflow, service responsiveness, and accurate recordkeeping.

**ESSENTIAL TASKS**

- Greet the public, vendors, salespeople, and Town staff upon entry into facility.
- Answer incoming telephone calls and respond to inquiries or route calls to appropriate personnel.
- Receive and respond to customer inquiries (internal and external), including detailed service requests and work orders. PubWorks, EGOV, etc.
- Maintain digital documentation of customer service calls.
- Process incoming and outgoing interdepartmental mail (pickup and delivery).
- Send public notification emails for road closures, water outages, and other emergency events.
- Support Standard Operating Procedures (SOP) documentation, including PW Supervisor Operations Manual upkeep and updates.
- Provide content and updates for newsletters, including customer inquiry updates, emergency response information, and public information/public relations support.
- Assist with employee recognition, program notifications, and operational updates.
- Maintain inventory of office supplies.
- Maintain Adopt-a-Street Program records and communications.
- Process requests for new street signs or sign repairs.
- Coordinate and maintain the central scheduling calendar, including room reservations, training events, regulatory requirements, permitting, etc.
- Manage Leave Time Master Calendar, weekly staffing coverage, leave request and absence documentation.
- Generate weekly, monthly, and annual progress reports for leadership and operational tracking to create a unified document.
- Other duties as assigned.

## **CLASS TITLE: ADMINISTRATIVE ASSISTANT**

### **Interdepartmental Support:**

- Collaborate with Human Resources, including:
  - Employee evaluations
  - Career track documentation
  - Employee certification documentation
  - Annual information sessions
  - Incident reporting
  - Insurance claim reporting
  
- Collaborate with Grants Coordinator, including:
  - Project scoping and data gathering
  - Pre-application coordination
  - Budget and procurement support
  - Implementation assistance
  - Reporting and compliance
  
- Collaborate with Town Clerk, including:
  - Public information
  - Newsletters
  - Press releases
  - Emergency communications
  - Service request/Work orders

### **DATA INVOLVEMENT:**

Requires copying, transcribing, entering, or posting data or information.

### **PEOPLE INVOLVEMENT:**

Requires giving information, guidance or assistance to people to directly facilitate task accomplishment; may give directions or assignments to helpers or assistants.

### **INVOLVEMENT WITH THINGS:**

Requires handling or using machines, tools or equipment requiring brief instruction or experience, such as computers for data entry, fax machines, copiers, telephones or similar equipment; may service office machines, including adding paper and changing toner.

### **REASONING REQUIREMENTS:**

Requires performing skilled work involving set procedures and rules but with frequent problem-solving.

### **MATHEMATICAL REQUIREMENTS:**

Requires using addition and subtraction, multiplication and division, and/or calculating ratios, rates and percentages.

## **CLASS TITLE: ADMINISTRATIVE ASSISTANT**

### **LANGUAGE REQUIREMENTS:**

Requires reading technical instructions, procedures, manuals and charts to solve practical problems; composing routine reports and specialized reports, forms and business letters with proper format; speaking compound sentences using normal grammar and word form.

### **MENTAL REQUIREMENTS:**

Requires doing clerical, manual or technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

### **VOCATIONAL/EDUCATIONAL PREPARATION:**

Requires high school diploma or GED equivalent.

### **SPECIAL CERTIFICATIONS AND LICENSES:**

Must possess a valid North Carolina driver's license.

### **EXPERIENCE REQUIREMENTS:**

- Two years' customer service experience
- One year of highly independent, technical and administrative experience
- Any combination of education, knowledge and experience equivalent to job requirements.

### **OTHER REQUIREMENTS:**

- Ability to develop, edit and finalize highly technical documents and other written correspondence.
- Ability to use digital calendars to support division supervisors and managers.
- Proficient in or ability to learn various software programs, including Microsoft office suite, workflow programs, such as PubWorks, EGOV, and financial software, such as Munis, etc.
- Strong customer service and interpersonal communication skills.
- Ability to work under moderate stress associated with public complaints, conflicting priorities, and sporadic work assignments.

### **PHYSICAL AND DEXTERITY REQUIREMENTS:**

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations. Must be able to perform basic life functions of climbing, stooping, kneeling, reaching, standing, walking, fingering, grasping.

### **ENVIRONMENTAL HAZARDS:**

The job risks exposure to no known environmental hazards.

### **SENSORY REQUIREMENTS:**

The job requires normal visual acuity and field of vision, hearing and speaking abilities.

**CLASS TITLE: ADMINISTRATIVE ASSISTANT**

**JUDGMENTS AND DECISIONS:**

Responsible for guiding others, requiring frequent decisions affecting co-workers and others who depend on the service or product; works in a somewhat fluid environment with rules and procedures but with many variations from the routine.

**ADA COMPLIANCE**

The Town of Waynesville is an Equal Opportunity Employer. ADA requires the Town to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**Interested applicants may submit an application to:**

**Town of Waynesville,  
Brittany Angel, HR Coordinator  
Human Resources Department  
16 S. Main Street  
Waynesville, NC 28786  
Or via email to [bangel@waynesvillenc.gov](mailto:bangel@waynesvillenc.gov)  
Applications will be accepted until filled**