

Major Function

This is a responsible administrative position who also serves as the primary receptionist for the Office of Inspector General (OIG). Receptionist work involves receiving and routing visitors, answering and placing telephone calls and public relations work through contact with visitors and calls. Work also includes performing related clerical functions such as typing and filing. Administrative work includes performing a variety of administrative duties and special projects such as compiling and analyzing data, providing accurate conclusions on data analysis and other special projects, and maintaining records. The employee in this position must be extremely trustworthy as responsibilities allow access to confidential data and information. Work is performed under the general supervision of a supervisor to ensure established policies and procedures are observed and is evaluated through observations and results attained.

Essential and Other Important Job Duties**Essential Duties**

Primary OIG receptionist responsible for greeting visitors, answering the OIG main phone line as well as the fraud hotline. Using basic interviewing techniques, determines the nature and jurisdiction of complaints received and routes to the appropriate venue if outside the jurisdiction of the OIG. Intakes and enters complaints of fraud, waste, abuse, mismanagement or misconduct involving City employees or operations. Performs initial Whistleblower assessment for complaints within the jurisdiction of the OIG. Gathers, assembles and summarizes case information or data from available resources for the use within the Investigations section. Reviews internal and external data and prepares informational reports for the OIG. Assists the OIG investigator in researching, collecting and organizing various data and evidence. Analyzes data and/or evidence collected and provides the investigator with detailed, organized and accurate conclusions. Maintains and updates templates used by the Investigation's section. Receives, sorts and distributes incoming and outgoing mail. Perform related work as required.

Other Important Duties

May perform miscellaneous clerical duties such as typing form letters, data entry, filing, and making photocopies. May participate in special projects. Conducts studies and surveys to collect information on operational and administrative issues. Serves in the capacity of the Executive Assistant to the City Auditor during their absence as needed. Performs related work as required.

Desirable Qualifications**Knowledge, Abilities and Skills**

Thorough knowledge of basic interviewing techniques. Ability to gather and analyze data. Experience in creating and maintaining reports. Ability to understand and apply applicable state statutes, rules, regulations, policies and procedures. Ability to keep and maintain extensive and accurate records. Ability to handle confidential information. Ability to communicate clearly and effectively in a tactful and courteous manner. Ability to establish and maintain effective working relationships with others. Ability to work independently. Knowledge of office and administrative principles and practices. Ability to operate a telephone calmly and efficiently. Ability to understand and follow oral and written instructions. Skilled in the use of standard office equipment, including computers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration or a degree accepted in the field in which the vacancy exists; or possession of a high school diploma or an equivalent recognized

certificate and four years of staff or administrative experience; or an equivalent combination of training and experience.

Necessary Special Requirements

At the Inspector General's discretion, a valid Class E State driver's license may be required at the time of appointment for any of the designated positions allocated to this class.

Established: 07-22-20