

## **NOTICE OF POSITION OPENING**

### **OFFICE ASSOCIATE**

The Shreveport/Caddo Parish Metropolitan Planning Commission (MPC) is an independent agency enabled by Louisiana State statute to manage the orderly development of the City of Shreveport, Louisiana and extra jurisdictional territory up to five miles beyond the city limits. The agency is governed by a nine member citizen board comprised of appointees of the local governing bodies. The board delegates the authority for current and long range planning along with zoning enforcement operations of the agency to the board appointed Executive Director.

The MPC's fiscal agent is the City of Shreveport. Therefore, all of the accounting and budgetary functions of the agency are processed through the City. In addition, the MPC utilizes the same payroll, budgetary, and procurement systems that each city department utilizes in processing financial transactions.

### **GENERAL DESCRIPTION**

The position of Office Associate is an entry level clerical position in the clerical division of the MPC. The primary responsibility is for the greeting the public, answer telephone and directing the public to appropriate MPC personnel. This position will report directly to the Executive Administrative Assistant in coordination with the Executive Director and Deputy Director.

### **EXAMPLES OF WORK PERFORMED**

- Greets and welcome guests as soon as they arrive at the office.
- Direct visitors to the appropriate person in the office.
- Answer, screen and forward incoming phone calls.
- Ensure reception area is tidy and presentable, with all necessary stationary and material including pens, forms and brochures.
- Provide basic and accurate information in-person and via phone and e-mail.
- Receive, sort and distribute daily mail and deliveries.
- Maintain office security by following safety procedures and controlling access via the reception desk and logbook.
- Arrange travel and accommodations and prepare necessary forms.
- Perform other clerical and receptionist duties such as filing, photocopying, scanning, transcribing.
- Provides general information to the public about the MPC and overall operations.
- Assists the Executive Administrative Assistant in compiling and preparing board meeting packets for the MPC and ZBA.
- Polls MPC and ZBA Board Members in order to determine attendance to meeting to confirm a quorum for official meetings.
- Keep all supplies stocked in the conference room that is associated with Board Meetings.
- Validate parking vouchers for all Board Members.
- Assists the Executive Administrative Assistant in preparing documents that are to be forwarded to the City Council and Parish Commission.
- Acts as a support person for ordering food and sets up meeting room for MPC and ZBA luncheons during the absence of currently assigned personnel.

- Provides general clerical and administrative support to the Executive Administrative Assistant
- Performs other duties as assigned by the Executive Director or Deputy Director.

## **GENERAL QUALIFICATIONS**

### **Education and Experience**

The Office Associate requires a minimum of a High School Diploma or GED and has successfully completed some post-secondary educational or vocational training courses in word processing, basic computer skills, spreadsheet applications or other office related skills. Certifications of training provided outside of the realm of higher education or vocational schools may also be considered in meeting the minimum requirement. Applicants must possess strong communication and customer service skills.

### **Knowledge, Skills and Abilities**

- Ability to maintain a customer service attitude at all times.
- General knowledge of modern office methods and procedures.
- Proficient letter writing skills.
- Excellent oral communication and interpersonal skills.
- Excellent keyboard and data entry skills
- Good numeracy and literacy skills
- Proficiency in MS Office Suite
- Excellent time management skills and the ability to multitask and prioritize work
- Ability to present professional attitude and appearance
- Ability to be resourceful and proactive when issues arise
- Ability to maintain confidential information as appropriate
- Ability to prioritize and work to deadlines
- Ability to work under pressure
- Ability to work independently with initiative
- Ability to identify problems and develop solutions
- Emotional resilience in working with challenging behaviors

### **SALARY RANGE**

\$25,000 - \$27,000 annually

### **Benefits**

Health and dental insurance and a retirement plan are offered with a required nominal employee contribution.

Contact info:

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Please post on the 24<sup>th</sup>. Applicants have until EOB on the June 7<sup>th</sup>.