*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are* ***not*** *intended to reflect all duties performed within the job.*

**DEFINITION**

This is the second level in the Administrative Support series.  Incumbents perform data entry, verification and analysis; compile reports; coordinate and document meeting agendas, minutes, arrangements, and activities; draft standard and original correspondence; provide customer service including referral, tracking, and follow-up of customer issues; perform dispatching of service(s); process forms and applications; track function expenses and receivables; monitor a budget; purchase and maintain an inventory of supplies; apply departmental/divisional policy and procedure.

In addition to tasks of Administrative Assistant, incumbents perform routine and non-routine varied administrative activities, requiring solid knowledge of assigned department/division procedures and practices and general knowledge of other city division's procedures and practices. Incumbents perform work requiring the assessment and evaluation of policies and procedures, application of them appropriately, and determination of how specific situations affect the actions to be taken and application of judgment in implementing decisions.

Distinguished from Administrative Specialist in that employee has more limited range of responsibilities.

**JOB CLASSIFICATION**

Non-Exempt, Non-Safety Sensitive

**SUPERVISION RECEIVED AND EXERCISED**

Exercises no supervisory duties.

**PRIMARY DUTIES**--*The following are examples of primary duties assigned to positions in this classification. Other related duties and responsibilities may be assigned.*

1. Screen calls, visitors and mail; assist the public and other City staff in interpreting and applying City policies, procedures, codes and ordinances; research, respond to and track complaints and requests for information on regulations, procedures, systems and precedents relating to assigned responsibilities; determine appropriate dissemination of information.
2. Maintain a calendar of activities, meetings and various events for assigned staff; coordinate meetings, activities, and conferences with other City departments, the public and outside agencies; coordinate and process staff travel arrangements.
3. Administer an assigned database(s); perform and verify data entry; make adjustments and updates to user tables, screens and reports; train and monitor users; develop procedures for format and utilization of data; generate standard and ad hoc reports.
4. Type, research and proofread a wide variety of standard and original reports, letters, memoranda, correspondence, newsletters, press releases and statistical charts; independently compose correspondence and newsletters;  research and develop forms related to assigned area of responsibility; monitor and update department materials and manuals.
5. Process, verify and review materials, applications, records and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records and reports; conduct research of files, records, and databases; provide information and forms to the public and employees; collect, process and distribute appropriate information.
6. Perform administrative support functions for a board or committee; take meeting minutes; prepare and disseminate agendas and minutes of meetings; monitor and track financial information; maintain related files and records; prepare related documentation on behalf of board or committee.
7. Assist in the department budgeting process; compile annual budget requests; recommend expenditure requests for designated accounts; monitor approved budget accounts; process expenditure requests for designated accounts.
8. Oversee an administrative process or program; develop and monitor procedures; track and compile data for special projects and program; collect and assemble data and background materials for a variety of reports; conduct surveys; monitor budget; ensure equipment, supplies, contracts, and related items are available and in compliance.
9. Organize and maintain filing systems; maintain records related to specific area of assignment.
10. Collect information; design and produce newsletters, brochures, and other specialized documents using desktop publishing software and other computer applications; assist in conducting marketing activities and customer service in support of function; assist in planning and coordinating functions and events; respond to requests for information.
11. Maintain department/area website; develop and update content; assist in troubleshooting website issues and work with IT to resolve issues; research, track and respond to website questions and inquires.
12. Process department accounting data including accounts payable, accounts receivable, purchasing cards, and payroll; input corrections and updates; code data; verify data for accuracy and complete­ness; conduct inquires and complete report writing; complete journal entries; research and resolve issues.
13. Perform other duties of a similar nature or level.

**QUALIFICATIONS**

**Knowledge of:**

English usage, spelling, grammar and punctuation.

Modern office technology and equipment, including computers and related software applications.

Principles and procedures of record keeping.

Principles of business letter writing and report preparation.

General mathematics including addition, subtraction, division, and multiplication.

General accounting methods and procedures.

Applicable Federal, State and local codes, laws and regulations.

Database entry and utilization.

Customer service procedures and principles.

**Ability to:**

Perform responsible and difficult administrative support work involving the use of independent judgment and personal initiative.

Learn the organization, operation and services of the City and of outside agencies as necessary to assume assigned responsibilities.

Learn, interpret and apply general administrative and departmental policies and procedures.

Comply with Payment Card Industry (PCI) standards for handling and securing payment card information.

Interpret and apply Federal, State and local policies, laws and regulations.

Independently prepare correspondence, reports, newsletters, and memoranda.

Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance.

Type at a speed necessary for successful job performance.

Implement and maintain filing systems.

Work independently in the absence of supervision.

Maintain confidential records and reports.

Operate and use modern office equipment including computer and various software applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.Interpret and apply Federal, State, and local policies, laws, and regulations.

Operate and use modern office equipment, including computer and various software applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted during work.

**Experience and Training Guidelines**

*Minimum Requirements:*

 **Experience:**

 Two (2) years of administrative support and/or customer service experience.

 **Training:**

 High school diploma or G.E.D.

 Other combinations of experience and education that meet the minimum requirements may be substituted.

 **License or Certificate:**

 Some assignments in this classification require possession of, or ability to obtain, Notary Public Commission.

 Some assignments in this classification require specialty certifications related to the area of assignment.

**WORKING CONDITIONS**

**Environmental Conditions**:

|  |
| --- |
| The classification is performed in the following working environment: |
| Office environment. |

**Physical Conditions**:

The job is characterized by:

|  |
| --- |
| **Sedentary Work**: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. The following physical activities are very or extremely important in accomplishing the classification's purpose and are performed on a daily basis: While performing the duties of this job, the employee is required to sit for prolonged periods. The employee is regularly required to see, hear, talk, stand, twist and use repetitive motions in the conduct of work. The employee is also required to perform light lifting. |