

**Job Posting**  
**ADMINISTRATIVE SUPPORT SPECIALIST**

Pay Grade : 11	Pay Grade: 11
Reports to: Department Head	Hiring Range: \$26,588 - \$34,898
FSLA: Non-Exempt (hourly)	Deadline to Apply: August 17, 2018

General Statement of Duties

Performs a variety of administrative support, secretarial tasks, and records processing in an office and works independently performing duties requiring ability to interpret and apply departmental rules and regulations to a variety of situations.

Distinguishing Features of the Class

Employees in this class perform a wide variety of administrative support, secretarial, and office management duties. Work generally requires that employees independently handle certain activities such as information processing, fiscal controls, computer systems administration, or a special aspect of a program of office activity. The administrative support duties require considerable tact and discretion in handling sensitive or confidential matters. Work requires a broader knowledge of more specialized office operations in order that the role may perform at a competent level in representing the supervisor or manager. Work requires more independence and self-initiative in activities and may include more independence in communications, both written and oral; may provide technical assistance to other support positions. Precedent-setting situations are referred to higher level supervisors. Guides may include a variety of verbal instructions, written manuals and instructions, as well as comprehensive rules, statutes, and regulations. Work is performed under the supervision of the department head and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks

- Secures information via telephone or personal contact; selects appropriate materials to answer questions, and often handles the inquiries independently.
- Handles confidential or sensitive information in an appropriate manner; may require verbal or written reports on more complex issues.
- Handles payroll, accounting and budgetary actions, and other functions for the department; orders supplies and materials and serves as contact with the purchasing and finance operations; approves bills for payment; makes recommendations on equipment and technology upgrades to the manager or supervisor.
- May serve as secretary to one or more boards by developing agenda, making meeting arrangements, and taking and transcribing minutes.
- Interprets a variety of rules, regulations, and information on the organization's activities.
- Operates a computer with related data files and generates correspondence, statistics, minutes, and reports; reviews work for compliance, spelling, punctuation, and grammar; proofreads final copies.
- Some positions may serve as office manager or lead worker and may coordinate work assignments, training, and provide leadership to other office staff.

Pre-employment criminal background and drug screen required. EOE. eVerify.

- May be responsible for evaluating staff members' technology skills and assists in providing or locating resources for skills enhancement; may be involved in developing an office website.
- Reviews and verifies records and reports for correct information; processes documents including timesheets for payroll; files and retrieves materials; performs periodic follow-up activities.
- Requests information using forms or direct contact; compiles information from data or statistics from technology sources and from specialized files developed by higher level program specialists.
- Maintains sensitive activity records and files; initiates appropriate follow-up or further action based on the status of program activity.
- Based on review of office records or reports, identifies potential inconsistencies; determines the cause; and resolves with staff and outside personnel.
- Utilizes the City's work order system to dispatch and track work requests within the City.

#### Additional Job Duties

- May organize and direct special programs and activities for the organization.
- Serves as back-up for positions within the organization.
- Performs related duties as required.

#### Recruitment and Selection Guidelines

#### Knowledge, Skills, and Abilities

- Thorough knowledge of office practices and procedures.
- Considerable knowledge and ability to use sophisticated computer technology, grammar, vocabulary, and spelling.
- Considerable knowledge of working with data, statistics, figures, and arithmetic.
- Working knowledge of City functions to which assigned and related policies, procedures, and regulations.
- Ability to be tactful and courteous in communicating information to customers and citizens.
- Ability to use judgment in organizing and establishing priorities and work assigned.
- Ability to record information, handle cash deposits, and balance figures.
- Ability to maintain effective relationships with supervisors, employees, and the public.
- May need the ability to plan, organize, monitor, evaluate, and delegate duties to others.

#### Physical Requirements

- Must be able to physically perform the basic life operational functions of fingering, grasping, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently to move objects.

Must possess the visual acuity to prepare and analyze data and figures, to operate a typewriter or computer terminal, and to determine the accuracy, neatness, and thoroughness of the work assigned. Some positions may be required to take and transcribe dictation and minutes.

#### Desirable Education and Experience

Pre-employment criminal background and drug screen required. EOE. eVerify.

Administrative Support Specialist

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- Graduation from business school and some administrative support, secretarial, clerical, or office management experience, including strong public contact duties; or an equivalent combination of education and experience.