

DEPARTMENTAL ADMINISTRATIVE SPECIALIST

Salary Range: 17 (Confidential Salary Schedule)

DEFINITION

Under general direction, provides a wide range of specialized, confidential, and highly responsible administrative support for a City Department. Positions within this series vary in the kind of work performed depending on the specific program or assignment.

DISTINGUISHING CHARACTERISTICS

This is a paraprofessional classification that provides specialized administrative support to the professional staff of a City Department. Incumbents receive work direction from a variety of professional staff within the Department.

SUPERVISION RECEIVED AND EXERCISED

The incumbent reports to a Department Head, or Manager within the assigned Department, and may provide direction to personnel.

ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES

Duties may include, but are not limited to the following:

- Explains complex policies, procedures, ordinances and laws in order to respond to more complex or difficult customer inquiries.
- Researches and resolves customer service issues, applying rules, laws, ordinances, regulations, policies, and procedures, using appropriate judgment to meet customer needs.
- Responds to customer requests for information, resolves complaints, and ensures processes are completed.
- Performs a wide range of highly complex, responsible and confidential paraprofessional administrative and office support duties in support of the Department; performs specialized clerical duties as required.
- Reviews and maintains a variety of contracts to ensure compliance with deadlines and conditions.
- Reviews, and edits a variety of documents including charts, graphs, reports, contracts, legal forms, financial documents, and proposals to ensure documents are accurate, complete, and adhere to legal guidelines.
- Compiles data and prepares reports and summaries for the Department, City Council, outside agencies, other departments, and other agencies as required.
- Creates documents arranging information in readable format or according to specification using computer software, in order to prepare forms, documents, charts, legal forms, pamphlets, brochures, newsletters, and proposals.
- Maintains a variety of confidential records and files.
- Processes invoices, enters requisitions and purchase orders, and reviews and processes financial and other documents.
- Develops and maintains computer database or spread sheet applications in order to store data and compile statistics.

- Coordinates and assists with events, presentations, training, and meetings.
- Verifies and makes adjustment to accounts for accurate processing.
- Orders office equipment/supplies as needed and tracks and maintains inventory.
- Opens and distributes mail from U.S. postal or interoffice mail system.

EMPLOYMENT STANDARDS

Knowledge of:

- City organization and functions; laws, rules and regulations
- Business letter writing and basic report preparation
- Business arithmetic and basic statistical techniques
- Records management principles and practices
- Modern office practices, methods, and computer equipment
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for providing a high level of customer service and dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone
- City and Departmental policies, procedures, rules, regulations, and guidelines

Ability to:

- Coordinate division activities with other City departments and agencies as required
- Analyze complex problems, evaluating alternatives, and making sound recommendations related to assigned activities
- Establish and maintain effective working relationships with those contacted in the course of the work
- Use computer technology and applications in the performance of daily activities
- Research, interpret, and explain City and Departmental policies, procedures, rules, regulations, and guidelines.
- Prepare and present clear, concise and logical written and oral reports
- Utilize discretion in the handling and disclosure of confidential information
- Organize and set priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials
- Exercise sound independent judgment within established guidelines
- Establish and maintain effective working relationships with those contacted in the course of the work
- Complete work accurately and thoroughly under tight deadlines
- Maintain accurate and effective filing systems and records
- Maintain confidentiality of all records and information
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade, and four (4) years of progressively responsible administrative work experience, including at least two (2) years of experience explaining policies and procedures to the public.
- An Associate of Arts degree with major coursework in business, public or office administration, or a related field may be substituted for one (1) year of the required experience, and a Bachelor's degree from an accredited college or university in business administration, public administration, or a related field may substitute for two (2) years of the required experience.

GENERAL QUALIFICATIONS**License Requirement**

A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements

The incumbent appointed to this class must be physically able to perform the duties of this position, including the mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment; ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 10 pounds; may move heavy and/or awkward objects to gain access to computer networks.

Working Conditions

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends and holidays, and participates in afterhours on-call assignments.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

Adopted: July 2013