



Senior Administrative Support Specialist

Class Specification

Revised 9/23

Class ID: 101

Unit: NAME

Probation: 6 Months

FLSA: Non-Exempt

DEFINITION

Under general supervision, provides complex administrative clerical support to an assigned City department; assigned to work in a program area requiring specialized technical knowledge to perform complex administrative responsibilities in several divisions or a department; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned Department Director or Division Manager. May exercise direct supervision over assigned administrative staff.

DISTINGUISHING CHARACTERISTICS

This is the advanced and specialized administrative support classification in the Administrative Support Specialist series. The Senior Administrative Support Specialist performs difficult and specialized administrative clerical assignments requiring the application of specialized and complex knowledge of a program area, budget preparation work for several divisions of a department, and may have lead supervisory responsibility for assigned clerical staff. The Administrative Support Specialist series is distinguished from the Administrative Assistant and Executive Assistant classifications in that incumbents in the latter perform administrative support work for a department director of an assigned department. The Senior Administrative Support Specialist is further distinguished from the Administrative Support Specialist II class by the complexity of assignments and broad program(s) knowledge.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Perform complex and/or specialized administrative support work requiring independent action and knowledge of an assigned department's policies, procedures, processes and general practices relating to program requirements.

Provide lead direction and work review for assigned clerical staff; set priorities, organize, assign, and review work to ensure coordination and completion of assigned work; train new department clerical staff in work procedures.

Proofread and review prepared or submitted plans and materials for accuracy, completeness and compliance with City and departmental policies and regulations; review reports for accuracy and make corrections as required; research and assemble information from a variety of sources to complete or prepare forms or reports; make arithmetic or statistical calculations.

Provide information and assist the public or City staff which may require special program knowledge and judgment, and the interpretation and application of City, state, or federal codes, policies, rules, regulations or procedures in response to inquiries, information, requests, and concerns.

Prepare correspondence, email, presentations, reports, forms, and specialized documents from drafts, notes, recorded files or brief instructions using a variety of word processing, spreadsheet, and publishing software and other applications; organize and maintain various departmental files and

records; operate standard office equipment.

Draft and post information to the City website, various social media and other websites as necessary using current communication tools.

Track assigned projects and required information to ensure timeliness of processing and compliance with requirements.

Manage a variety of administrative office details such as ordering supplies, arranging for the repair of equipment, transmitting information, and keeping reference or brochure materials up to date.

Receive and screen visitors and telephone calls, directing the caller to the appropriate location and/or staff person.

Maintain calendars and schedule meetings with staff and other organizations including arranging for necessary set-up and materials.

May provide backup administrative support for other clerical positions.

May prepare the preliminary budget information and monitor expenditures for one or more divisions of the assigned department.

May be assigned to work on special projects and committees for program activities or City-wide events.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Policies, procedures, practices, code and legal requirements related to the department to which assigned.
- Business letter writing and standard format for typed materials.
- Basic supervisory principles and practices.
- Operation of a variety of word processing, spreadsheet, publishing software, and other software applications for the assigned department.
- Operation of current office equipment including computers, networks and communication tools used for business functions and program, project, and task coordination.
Computer and paper record keeping, report preparation, and filing methods.
- Office management practices and procedures.
- Standard business arithmetic, including percentages and decimals.
- Correct English usage, including spelling, grammar, and punctuation, and standard office document formatting.

Skill or Ability to:

- Perform complex and/or specialized clerical support work for an assigned department.
- Plan, assign and review the work of others, train others in work procedures.
- Organize, prioritize and coordinate work activities; meet deadlines.
- Read, learn, understand, and interpret City and assigned department rules, operations, policies and procedures.
- Learn basic research techniques and report writing.
- Review plans, documents and reports for completeness and compliance with requirements.

- Provide clear, concise, and detailed information to the public or professionals regarding program requirements and permit and/or application procedures.
- Organize, research, and maintain office files.
- Communicate tactfully and effectively with those contacted in the course of the work.
- Compose routine correspondence from brief instructions.
- Use initiative and sound independent judgment in applying general guidelines.
- Operate an office computer and software applications in a manner appropriate to the position.
- Operate standard office equipment.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

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

Possession of a high school diploma or equivalent, and four (4) years of increasingly responsible general administrative or office assistant experience. Some college or business school course work in office administration or supervision is desirable.

License and Certificate:

Possession of a valid driver license and a satisfactory driving record throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently sit for prolonged periods of time, bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.