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ADMINISTRATIVE SPECIALIST I

DEFINITION

Under direct supervision, performs a variety of routine office administrative support duties according to standard procedures on behalf of designated professional, supervisory, managerial, or administrative positions; performs basic word processing, data entry, and typing; prepares correspondence using a standard format; interacts frequently with the public and explains City and/or department policies and procedures, provides other information, or directs questions and inquiries to the appropriate staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned professional, supervisory, managerial, or administrative personnel and functional supervision from lead administrative support staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the entry-level class in the Administrative Specialist series. Initially under close supervision, incumbents with basic office support experience perform work such as document preparation, file maintenance, data entry, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience. This class is distinguished from Administrative Specialist II by the performance of the routine tasks and duties assigned to positions within the series according to existing procedures and standards.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of routine office administrative duties to support departmental/divisional operations, including filing, preparing records, cashiering duties, and ordering and maintaining office and other related supplies.
- Types and edits a variety of documents including correspondence, agendas, reports, memos, subpoenas, and statistical reports from rough draft, handwritten copy, or from other material using a computer or typewriter; inputs and retrieves data using a computer terminal.
- Provides telephone and/or counter support to the public and staff as assigned; responds to routine inquiries by explaining procedures according to established guidelines or by referring the customer to an appropriate source; provides general information; distributes forms and other documents as requested; provides basic review of forms to assure completeness; refers callers/visitors to appropriate

department; provides geographical directions to visitors; takes and relays accurate messages; transfers callers to voicemail when necessary.

- Maintains file, index, and record keeping systems requiring sorting, filing, searching, retrieving, and distributing records or other documents as directed; logs in documents for public record.
- Processes and prepares a variety of documents according to established procedures or statutes including typing, copying, collating, stapling, and distributing.
- Receives payments and fees from the public in the form of cash and check; issues receipts as appropriate according to existing procedures; posts information to departmental, fiscal, or other records according to standard procedures; collects and submits data for reports pertaining to assigned functions.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail; receives shipments; compares packing slips with received goods; matches invoices with packing slips to assure accuracy; prepares outgoing mail and shipments.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
- Maintains accurate records of work performed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office administrative support practices and procedures, including the use of standard office and computer equipment.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Applicable policies, technical processes, and procedures related to the department to which assigned.
- Basic business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Perform standard office administrative support work with accuracy and sufficient speed.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Learn, correctly interpret, and apply the policies and procedures of the function to which assigned.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Understand and carry out oral and written directions.
- Make accurate arithmetic computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of multiple tasks in an effective and timely manner.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Understand and follow oral and written instructions.

- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, and prudence within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that 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 one (1) year of varied office support experience preferably involving some public contact.

Licenses and Certifications:

- May be required to possess or have the ability to obtain, a valid Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; may be required to operate a motor vehicle and to visit various City and meeting sites. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

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.