



June 2008

ADMINISTRATIVE SPECIALIST II

DEFINITION

Under general supervision, performs a variety of moderately complex office administrative support duties requiring knowledge of the work unit, its procedures, and operating details; performs skilled word processing, data entry, and typing; prepares correspondence using independent judgment in content and style; interacts frequently with the public and explains City and/or department policies and procedures; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general 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 full journey level class in the Administrative Specialist series. Incumbents at this level are capable of performing the full range of administrative and office support duties, including document preparation, records management, researching, compiling, and organizing information from various sources, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. Positions at this level are distinguished from the I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Administrative Specialist in that the latter performs more specialized and technical tasks requiring additional training and/or experience and may provide technical and functional direction to lower-level office support staff.

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 wide variety of moderately complex administrative duties to support departmental/divisional operations, including filing, preparing records and monthly reports, accounts payable, cashiering duties, and ordering and maintaining office and other related supplies.
- Performs skilled word processing, data entry, and transcription using independent judgment and discretion in preparing correspondence and reports.
- Copies, compares, or compiles data to produce monthly statistical reports for managers by checking data, making necessary corrections, and producing data in final form.
- Researches records within areas of responsibility to prepare and provide follow-up information to customer and staff inquiries.

- Gathers, assembles, updates, and distributes a variety of department-specific information, documents, forms, records, and data as requested; prepares and maintains a variety of databases and reports.
- Assists in providing telephone and/or counter support to the public and staff; responds to inquiries by explaining procedures; provides general information; distributes forms and other documents as requested; provides detailed review of forms to assure completeness; refers callers/visitors to appropriate department; takes and relays accurate messages; transfers callers to voicemail when necessary.
- Responds to the public and staff inquiries regarding department and/or City policies, procedures, and timelines; explains and applies policies and procedures as required to assure timeline compliance; monitors timelines; resolves problems of a moderate complexity within areas of responsibility.
- Types, originates, formats, proofreads, and distributes a wide variety of reports, letters, and memoranda, including agenda items, bid documents, regulatory submittals, and documents associated with departmental projects; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Organizes and maintains various administrative, reference, imaging, and follow-up files; purges files in accordance with the records retention policy.
- Receives payments and fees from the public in the form of cash, check, and credit card; issues receipts; posts information to departmental, fiscal, or other records; collects and submits data for reports pertaining to assigned functions.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.
- 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.
- 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.
- Conducts task-related training of assigned support staff.
- Maintains accurate records of work performed.
- May serve as a board or commission secretary, take and transcribe meeting minutes, and assist in scheduling and coordinating room set-up for meetings.
- May make arrangements for complex scheduling and reservations of City facilities for a variety of meetings, events, classes, and other purposes.
- May receive, code, log, schedule, and distribute service requests and work orders.
- May assist with processing incoming and outgoing mail; receives shipments; compares packing slips with received goods; matches invoices with packing slips to assure accuracy.
- 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 codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Principles and procedures of financial record keeping and reporting.
- Principles and practices of data collection and report preparation.

- Basic contract administration principles and practices.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- Alphabetical and numerical filing methods.
- 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 responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out oral and written directions.
- Make accurate arithmetic, financial, and statistical 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 projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment 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 three (3) years of varied administrative support experience preferably involving some public contact or two (2) years of experience equivalent to Administrative Specialist I at the City of Tigard.

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.