

Menlo Park Fire Protection District

ADMINISTRATIVE SPECIALIST

(Non-safety, full-time, non-exempt, AFSCME, benefited position)

Class Description

Definition

Under general supervision, performs responsible technical work in the specialized areas; performs a variety of simple administrative and para-professional technical duties; and performs related duties as assigned.

Distinguishing Characteristics

Positions in this classification are characterized by a limited structure with relatively little routine work and considerable opportunity for improving methods, and the necessity for making decisions. Contacts are regularly made both inside and outside of the organization at all levels involving considerable tact, discretion and persuasion to obtain willing action and consent.

Typical and Important Duties

Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed. Under immediate supervision:

1. Serves as front desk receptionist for the District, answering phones, directing callers and visitors; greets employees, visitors, and the public, assisting with routine inquires and requests and providing basic customer service.
2. Answers telephone calls, providing routine information, taking messages, and routing calls to the appropriate destination; makes announcements over the public address system.
3. Sort and distribute incoming mail and faxes; processes outgoing mail.
4. Maintains, updates, and retrieves files, forms, inventories, logs, and other documents; receives, sorts, and distributes mail.
5. Enters data into and retrieves data from standard business software, databases, and online systems; posts a variety of information on forms, records, reports, and files.
6. Maintains or assists in maintaining the bulletin board and other announcements in the department.
7. Prepares basic correspondence, spreadsheets, presentation slides, and other business documents using a personal computer.
8. Prepares routine correspondence, including invitations to interview or letters of regret, and thank you letters to oral board members.
9. Gathers and assembles a variety of numerical and statistical data and prepare routine reports; maintain a variety of personnel records and files; assists in gathering information and preparing documents for other staff members; prints and photocopies documents; distributes and/or delivers documents to employees and the general public using standard office equipment and in person.
10. Assists employees, colleagues, and the public explaining policies and procedures, answering inquiries, and providing general customer service.

11. Represents the District with other public agencies, and the general public by participating in committees and meetings, addressing issues, and preparing and presenting oral and written reports.
12. Coordinates the maintenance and repair of department buildings, equipment, and vehicles.
13. Orders, maintains, and distributes a variety of supplies and equipment; prepares purchase orders; maintains and monitors invoices and purchase orders; maintains simple inventory records.
14. Performs other related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Modern office practices, procedures, and methods, including filing and the operation of standard office equipment.
- Applicable computers and electronic data processing.
- Recordkeeping, filing methods.
- Report preparation.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Customer service principles and practices.
- Standard business arithmetic.
- Office safety practices, procedures and standards.

Ability to:

- Perform mathematical and statistical computations with speed and accuracy.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Establish and maintain cooperative relationships with employees, supervisors, and the public.
- Learn and effectively apply local, state, and federal codes, laws, and regulations.
- Plan, coordinate and organize work to meet deadlines.
- Compose routine correspondence demonstrating good English skills in spelling, vocabulary, grammar, and punctuation.
- Acquire a working knowledge of applicable District policies.
- Represent the District effectively and professionally in contacts with representatives of other agencies and the public.
- Take a proactive approach to customer service issues.
- Make/recommend process improvement changes to streamline procedures.
- Perform assignments and maintain equipment in a safe manner; understand and carry out safety policies, rules, and regulations; properly uses safety equipment.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Basic keyboarding with speed and proficiency/
- Operating a personal computer and appropriate worked-related applications, including word.
- Skill in developing formats for reports and data presentation.

Experience and Training

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

Experience: Two years of increasingly responsible clerical experience.

Training: Equivalent to graduation from high school supplemented by college level courses in accounting, finance and business. Additional specialized training in public administration, business administration, finance, or a related field is desirable.

Licenses and Certificates

All licenses and certifications must be maintained as a condition of employment.

- Possession of, or ability to obtain, an appropriate, valid California Driver's License, which must be maintained as a condition of employment.

Special Requirements

Physical Skills: Ability to sit for extended periods of time; lift and carry 25 pounds; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; work at a computer terminal for extended periods of time; use repetitive arm, hand, finger, wrist, leg or foot motions.

Work Environment: Mobility to work in a typical office setting or field environment with exposure to dust or areas that are not well ventilated.

Ability to: Travel to different sites and locations; drive safely to different sites and locations.

Approved: January 2008

Revised Date: October 2007

Former Titles:

Abolished:

Bargaining Unit: AFSCME

ADA Review:

DOT:

Physical: Class

Status: Non-exempt

Category:

Job Code:

Resolution #: 1326-2009

Resolution Date: July 21, 2009