



# ADMINISTRATIVE SPECIALIST

## Job Description

*The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.*

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<b>Class Title:</b>	Administrative Specialist	<b>Effective Date:</b>	November 1, 2016
<b>Working Title:</b>	Administrative Specialist	<b>Type:</b>	Non-Represented
<b>Department:</b>	Finance	<b>Supervisor:</b>	Finance Director
<b>FLSA Status:</b>	Non-Exempt	<b>Supervises:</b>	None

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### CLASSIFICATION SUMMARY

Under the general direction of the Finance Director, this position performs varied technical, administrative and clerical tasks in the operation of the City's administrative and finance related processes. Serves as primary City Hall receptionist and the Event Center scheduling coordinator. Assists the City Manager and department directors in correspondence and project coordination. Assists Finance Director in the administration of a variety of processes, including but not limited to budget preparation, presentations and coordination with vendors, contractors and those having business with the Finance Department. This position assists finance staff as needed in municipal court, utility billing and customer service in general.

### SUPERVISION

Not a supervisory position.

### ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

*An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.*

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned, maintaining regular job attendance and adherence to assigned working hours, and operating a motor vehicle safely and legally while on City business.

#### 55% Event Center Scheduling

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Serve as primary point of contact via telephone and e-mail to answer Event Center inquiries.

Relay/advise/distribute event rental policies, requirements, fees and information.

Schedule tours with potential event clients for Event Center Coordinator or designee to do so.

Manage bookings/reservations and track schedule accordingly, including Event Center calendar initial reservations, schedule adjustments and cancellations.

Assist client in determining space and additional equipment needs.

Calculate and communicate fees, including required and requested staff and security.

Secure final executed Facility Use Agreement and review for completeness.

Secure facility use fee and deposits, caterer information, alcohol service information, including OLCC information, and layout for all bookings.

Consult with Event Center Coordinator and/or Manager, City Attorney's Office and City's insurance company on various rental/caterer/agreement/insurance issues.

Ensure all client and vendor requirements are met. Consult with Event Center Coordinator and/or Manager on any unmet requirements for direction and support as needed.

Collect all final balances and paperwork in accordance with Facility Use Agreement.

Schedule final walk-through meetings with client and Event Center Coordinator.

Review Event Center receipts and verify reports to ensure funds are credited/debited from the appropriate account(s).

Post-event follow-up, including check requests for refunding deposits and confirming access key cards have been returned.

## **20% City Hall Reception**

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Check, route and respond to voicemail on main city line.

Receive and route phone calls to appropriate staff. Greet and direct visitors, assist with inquiries and problems courteously and promptly, provide information to callers and visitors and project the City's professionalism.

Coordinate use of other City facilities as directed.

Schedule use of City Parks, including rentals and updating parks calendar.

## **15% Administrative Support**

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Provide administrative support to the City Manager, Finance Director and management staff by performing duties of moderate complexity; also provide backup support to the various departments for mass mailings and other clerical tasks.

Compose, type, edit and proofread a variety of complex documents including forms, memos, reports and correspondence for management from rough draft, handwritten copy, verbal instructions or other material using a computer or typewriter; input and retrieve data and text using a computer; and order training and resource material.

Assist the City Manager and other management staff with special projects as assigned such as citizen surveys.

Assist Finance Director with budget preparation, annual financial reports, presentations and meeting packets, bond issuance, vendor contact and correspondence. Assist with researching and editing documents.

Review budget documents for formatting, completeness and consistency; edit accordingly or confer with Finance Director as necessary.

Order and maintain inventory of City Hall supplies.

Maintain City Hall office machines.

Process outgoing mail. Open and distribute incoming mail to all City staff.

Provide Utility Billing customer service by responding to and handling incoming telephone and personal inquiries regarding Utility Billing accounts, procedures and policies and receiving and providing receipts for Utility Billing transactions.

Provide Human Resource customer service by responding to inquiries and receiving hand-delivered and mailed recruitment materials. Provide receipts as necessary for payment of testing fees.

## **10% Municipal Court**

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Assist the Municipal Court office in maintaining municipal court records and files; enter new citation information and ensure system records are accurately recorded; and ensure that municipal court files and records are maintained in accordance with legal requirements and City policies.

Provide customer service: handle and respond to incoming telephone and personal inquiries regarding Municipal Court procedures and policies; receive and receipt monies received for Court transactions.

Process court actions: enter and process reinstatements in court database.

Organize and maintain Court files including past due accounts, suspension, collections and closed files.

Back up assistant for weekly court sessions in the absence of Court Clerk staff.

## **PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS**

*The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Physical Demands**

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. The employee must lift and/or move up to 10 pounds and infrequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are necessary to use a personal computer and various software programs, 10-key calculator, phone, copy and fax machines, and other related tools and equipment.

### **Safety**

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position.

### **Work Environment / Working Conditions**

In the performance of the job duties, the employee will perform the majority of this job in an office environment under usual office working conditions. Work is also performed in numerous meeting settings in offices, conference rooms and public spaces. The noise level in the work area is typical of most office environments, with telephones, personal interruptions and background noises. Duties include contact with employees and customers in conflict situations.

## **MINIMUM QUALIFICATIONS**

### **Education & Experience**

High school graduate or equivalency, plus three years of progressively responsible experience in a professional/technical position. At least one of the three years of experience must be department specific, or any equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

### **Knowledge of:**

- Intermediate to advanced level knowledge of word processing, database and spreadsheet software.
- City operations, policies and procedures.
- The City of Keizer and surrounding area.
- Governmental operational practices, procedures and methods.
- Research and study methodologies.
- Business English, composition, spelling, grammar and accounting.
- Business telephone etiquette.

### **Skill & Ability to:**

- Greet the public, at times under adverse conditions.
- Perform a variety of technical administrative and clerical functions in an office environment.
- Operate standard office equipment, including calculators, 10-key adding machines, keyboards, copy machines, and fax machines.
- Proficient use of personal computers, word processing, spreadsheet and graphics software applications.
- Effective interpersonal and written communication, organization and analysis.
- Resolve problems and complaints diplomatically and courteously.
- Conduct analysis; interpret and apply information in making decisions and providing information.
- Work independently; prioritize multiple tasks to meet deadlines while maintaining accuracy and attention to detail.
- Prepare complex reports, correspondence and records.
- Establish and maintain effective working relationships with other employees, representatives of government and community agencies, and the public.
- Perform numerical computations.
- Communicate effectively, both orally and in writing.
- Physical ability to perform the essential functions of the job.

### **Licenses, Certifications & Other Requirements**

- Valid driver's license may be required for some positions in this classification.