AUGUST 2020
FLSA: NON-EXEMPT

ADMINISTRATIVE SERVICES SPECIALIST

DEFINITION

Under general supervision, performs a variety of administrative and technical support duties of considerable complexity requiring thorough knowledge of assigned department, division, or program, its procedures, and operational details; provides administrative support to management and departmental staff; provides information and assistance to the public and City staff related to administration of department programs, projects, and services; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level classification. Positions at this level possess a comprehensive, authoritative understanding of department or division functions and activities, and provide support to management staff in the completion of their duties, in addition to completing administrative and technical assignments and assisting in managing department projects and programs. Incumbents at this level are capable of performing advanced and complex technical and programmatic support duties requiring the use of considerable discretion and independent judgment in performing assigned work and have responsibility for ensuring the efficient and effective functioning of assigned program or operational area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

The following duties are typical for this classification. J11cumbe11ts may not pe1fonn all of the listed duties and/or ,nay be required to pe1form additional or different duties from those set forth below to address business needs and changing business practices.

- Provides administrative, programmatic, and technical support to building, planning, engineering and public works departments. Serves in a coordinative role to both full and part time management staff.
- Prepares and processes various documents requiring knowledge of assigned department's programs/projects, operations, and services and the ability to explain, interpret, and apply federal, state, and local laws, rules, regulations, codes, ordinances, and City policies and

procedures relevant to assigned area of responsibility, which may include but are not limited to: permits, licenses, applications, bid documents, contracts and agreements, warrants, citations, claims, resolutions, ordinances, City Council and staff reports, and legal, official, and/or confidential documents.

- Serves as a liaison for assigned department or division; receives, processes, and responds to public records requests, subpoenas, complaints, and other requests for information; researches, analyzes, and organizes information; ensures compliance with legal and regulatory requirements.
- 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.
- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information; ensures compliance with established records retention schedules including archiving, scanning, and destructing files.
- Works with the public and a variety of outside parties to ensure completion of applications, documents, forms, and supporting documentation related to assigned area of responsibility.
- Accepts and processes building permit applications; reviews permit applications, plans, specifications, and supporting documents for completeness and compliance with legal standards and City requirements; calculates and processes permit fees; files or routes information to appropriate City staff and departments; ensures and verifies required project approvals; issues over-the-counter permits following established guidelines.
- Accepts and processes business license, license renewal, and special permit applications; reviews applications and supporting documents for completeness and compliance with legal standards and City requirements; calculates and processes fees; files or routes information to appropriate City staff and departments; coordinates fire inspections with City Fire Department; issues licenses and permits following established guidelines; responds to inquiries regarding business licenses and special permits; prepares reports as requested.
- Serves as recording secretary and provides staff support for assigned boards, committees, and commissions including preparing, posting, and distributing public hearing notices, agendas, and informational packets, preparing staff reports, coordinating meeting logistics and room set-up, attending meetings, taking and transcribing minutes, and processing action items; prepares and posts public and legal noticing related to board, committee, and commission actions.
- Researches legal issues, compiling, and organizing data from various sources with regard to zoning and property issues.
- Administers and ensures adherence with citywide records management program and retention schedules; maintains and indexes official City records.
- Processes City Council/Planning Commission action items by researching, organizing, and reviewing various documents such as staff reports, resolutions, ordinances, contracts amendments, and change orders, transcribing action, preparing correspondence to stakeholders, publishing documents in compliance with legal noticing requirements as needed, and scanning, logging, and filing documents.

- Coordinates the execution of City contracts by creating contract files and labels, gathering required documentation and obtaining necessary approvals, and tracking, distributing, and filing contracts.
- Designs, creates, and edits a variety of documents, including correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports.
- Researches, summarizes, and interprets data from various sources and prepares a variety of reports according to established procedures and practices; may submit reports to various local, state, and federal regulatory agencies.
- Assists management in performing and conducting studies and special projects; collects and analyzes data; prepares draft reports to support departmental programs and makes recommendations for change in departmental procedures, policies, and programs.
- Performs a variety of administrative office support duties such as scheduling and coordinating meetings, conferences, and trainings; coordinating travel arrangements; processing reimbursements; and ordering and maintaining office and other related supplies.
- Performs various accounting and financial support work such as monitoring grants balances and completing Caltrans billings. Performs technical and complex calculations; monitoring budgets and accounts; determining and calculating required fees; processing, reconciling, and verifying cash and monies received; and processing purchase orders, payment vouchers, check requests, and invoices.
- Performs payroll duties, serves as a back-up as needed for City payroll processing duties.
- Assists with technical tasks as needed within other areas including code enforcement and finance.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, programs, policies, procedures, and processes of the department to which the position is assigned.
- Modem office management practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and City policies and procedures relevant to assigned area of responsibility.
- Record keeping and filing systems and methods.
- Principles and practices of data research, analysis, and report preparation.
- Basic business arithmetic and bookkeeping.
- Payroll processing practices.

- Business letter writing and the standard format for reports and correspondence.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program, department, or division.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Perform advanced and complex programmatic, technical, and administrative support work accurately and with use of independent judgment.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and City policies and procedures relevant to assigned area of responsibility.
- Gather, analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Prepare, review, and present reports and other correspondence and communications in a clear and concise manner.
- Maintain accurate databases, records, and files.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Compose correspondence and reports independently or from brief instructions.
- Perform arithmetic, financial, and statistical computations accurately.
- 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.
- Effectively use computer systems, software, and modem business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective 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 completion of the twelfth (12th) grade supplemented by college-level coursework or vocational training. Three (3) years of increasingly responsible and varied administrative support experience. Experience in planning, building or construction industry is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment may be required for certain assignments.

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, before groups, and over the telephone. This is primarily a sedentary office classification although standing 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 up to 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENT AL 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.