

CLASS SPECIFICATION
Commissioner's Administrative Support Specialist

FLSA Status: Covered
Union Representation: Nonrepresented / Exempt from Civil Service

GENERAL PURPOSE

Under general supervision, performs varied, difficult, sensitive and confidential administrative support functions for an elected official; may supervise and direct the work of assigned support staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Commissioner's Administrative Support Specialists are responsible for providing diverse and confidential administrative and support services to elected officials. Incumbents operate in an environment characterized by involvement in broad City-wide issues and interaction with City elected executives, bureau management and staff, other governmental agencies, constituents and the media on complex and sensitive matters.

Within this broad band class, incumbents may perform administrative support duties that range from entry-level to advanced, in terms of complexity and visibility. Levels of autonomy will vary and are based on the level of assignments given.

At the most entry-level, incumbents may be assigned to serve as a receptionist and perform administrative support functions, including typing, filing and copying. Incumbents may serve as a confidential, top-level secretary to the elected executive or his/her chief of staff. An incumbent may also be assigned to supervise and direct the work of other support staff.

Employees may be moved upwards or downwards within the broad band class, as the staffing and support needs of the elected executive's office may require.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Provides confidential administrative support to an elected official; types and/or drafts City Council materials, memoranda, correspondence, reports, contracts, proclamations, ordinances, agreements, forms and technical reports; tracks and processes contracts and documents requiring elected official signature; ensures materials, reports and documents for signature are accurate and complete; assists in coordinating approval processes for Council ordinances, contracts, reports and resolutions; processes routine correspondence, forms and records; develops, revises and maintains office documents; communicates and explains office policies and procedures to staff; attends meetings and conferences

and prepares written or oral summaries on items of interest; coordinates with City staff to provide elected official with briefing materials; updates office press book.

2. Maintains the elected official's, project managers' or Chief of Staff's calendar; processes requests for elected official's time from other elected officials, staff, bureaus and the public; coordinates, arranges and confirms meetings; prepares elected official's calendar for internal and external distribution; tracks Council meetings commitments; communicates with staff and elected officials regarding scheduled meetings and events; produces schedules of meetings and events; oversees staff and volunteer schedules.
3. Receives, screens and routes visitors and telephone calls, providing information and handling issues that may require sensitivity and the use of sound independent judgment; conducts research, responds to requests for information and complaints from constituents, refers the request or complaint to appropriate staff and/or takes or recommends action to resolve the issue; receives, date-stamps, logs and distributes incoming correspondence and faxes; prepares outstanding mail log reports; prepares letters to confirm receipt of constituent letters.
4. Attends to a variety of office administrative details; creates and maintains confidential, subject, project and specialized files; maintains document logs for elected official's signature; records and maintains Council ordinances log for elected official's staff; develops and monitors databases; orders supplies and maintains office inventory; supervises and maintains central office files, records and filing systems; archives office files and records; monitors office equipment and various maintenance schedules; submits office facility service requests; coordinates mass mailings; makes travel arrangements and track travel documents.
5. Coordinates office projects and programs as assigned; conducts research on assigned areas, gathers and analyzes data and provides policy recommendations; analyzes and interprets statistical reports and surveys; prepares reports on assigned policy and procedural issues; confers with governmental and community officials; briefs elected official, Chief of Staff and office staff on matters of concern and secures information required for proper action or follow-up.
6. Acts as member of the office policy team and participates in discussions and development of office policies that facilitate elected official's administration agenda; consults with Chief of Staff on organizational and administrative issues; assists Chief of Staff in developing, evaluating and supervising operational flow of work within the office; implements changes needed in office practices and procedures resulting from policy changes.
7. Assists office staff in responding to constituent inquiries, complaints and concerns; may serve as contact for constituents in assigned areas; prepares written citizen responses; confers with governmental and community works that work on constituent response.
8. Assists and participates in the development of annual budgets; researches, compiles and summarizes data to prepare annual budgets; monitors and processes budget expenditures and quarterly reports; inputs invoices into accounts payable system for payment; creates reports required for OMF.

9. Processes employee payroll actions and tracks work time, vacation, sick leave and holiday pay; processes paperwork for all new hires, terminations and salary changes.

OTHER DUTIES

1. May supervise and coordinate an elected official's internship program; recruits, screens, interviews, trains, directs and monitors the work of interns.
2. May assist Chief of Staff in office hiring decisions and performance evaluations; assists in conducting initial recruitment, interviews and background checks to recommend finalists for hire; participates on staff evaluation interviews for annual reviews.
3. May act for and represent the Chief of Staff at internal office and other City meetings in that person's absence.
4. May develop, revise and maintain the elected official's web page.
5. May act as office resource for computer and network questions.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Office administrative and management practices and procedures, including budgeting, record keeping and filing practices and procedures.
2. Basic functions of public agencies, including the role and responsibilities of a public governing board.
3. City Council report guidelines and formats.
4. City organization, ordinances, rules, policies, and procedures relating to the administration of City bureaus.
5. City administrative procedures and forms for human resources, purchasing, inventory, accounts payable, budgeting and travel processes.
6. Computer hardware and standard and advanced uses of business software, including word processing, graphics, spreadsheet, database and other applications.
7. Constituent service standards, policies, procedures and etiquette.
8. Basic research techniques, methods and procedures.

9. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
10. City human resources policies and labor contract provisions; City timekeeping and payroll codes and reporting requirements.

Ability to:

1. Operate a computer and word processing software and other standard office equipment.
2. Manage multiple and rapidly changing priorities.
3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies.
5. Evaluate work processes and recommend and implement improvements.
6. Train others in work processes, procedures and technology.
7. Troubleshoot and resolve basic computer software and hardware problems.
8. Organize, research and maintain complex and extensive confidential office files.
9. Compose correspondence, prepare documents and make arrangements from brief instructions.
10. Communicate clearly and effectively orally and in writing.
11. Prepare clear, accurate and concise records and reports.
12. Maintain highly sensitive and confidential information.
13. Use a high degree of tact, discretion and diplomacy in dealing with sensitive situations and concerned and/or upset groups and individuals.
14. Establish and maintain highly effective working relationships with elected and appointed officials, bureau management, staff, community and business leaders, constituents, the media and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and six years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02 Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following classes:

0230 ADMINISTRATIVE SECRETARY Adopted: 07-01-92

Revised: 10-06-04 –FLSA Status changed to Covered

June 2009 - Change Job Class number from 0015 to 30000004, due to system change.