



<b>DATE</b>	FEBRUARY 2024
<b>JOB CODE</b>	
<b>FLSA</b>	NON-EXEMPT

**JOB TITLE:** Administrative Support Specialist

**DEPARTMENT/DIVISION:** Various

**REPORTS TO:** Various

**SUMMARY:** Responsible for providing high-quality and confidential administrative support to multiple staff, including Directors, Professionals, Executives, City Board Members, and City Council. Distinguishing characteristics from the Administrative Support Assistant include: delivering customer-oriented service to numerous staff, Executives, and residents; answering questions regarding department/City policies and procedures from staff and residents; researching and handling complaints to completion; creating and proofing documents for public release; processing department personnel changes; monitoring and assisting with the department budget; maintaining records of funds spent in operation and departmental budget; processing purchasing orders and deciding which accounts to bill; researching, compiling, and analyzing information to assist supervisor and professional staff in various projects or in answering management questions. May be asked to participate in special projects or committees, coordinate workflow through the department or process department workflow, and may be asked to coordinate large-scale meeting and conference logistics. Work is performed with limited supervision.

**ESSENTIAL JOB FUNCTIONS:**

- May serve as a lead to lower-level staff, which includes: prioritizing and assigning work; training staff on work methods and procedures; and/or, performing other related activities.
- Provides complex, specialized administrative support in processing payroll, preparing personnel change forms, maintaining lists, preparing meeting agendas and minutes, maintaining departmental records, preparing and publishing legally required notices, setting up and maintaining databases, and/or other related documents.
- Prepares, processes, receives, sorts, and distributes a variety of reports, lists, correspondence, exams, packets, payments, credit card billings, payroll information, receipts, purchase orders, requisitions, invoices, check requests, deliveries, and/or other related information.
- Creates a variety of written business documents, which may include: memorandums, applications, brochures, letters, agreements, flyers, newsletters, greeting cards, and/or other related items.
- Provides administrative support, which includes: preparing and proofing reports, forms, and correspondence; updating internal manuals; monitoring the accuracy and implementation of applicable website and related updates; making travel arrangements; maintaining calendars; overseeing and maintaining office filing system; prescreening mail; answering and monitoring phones; taking and transmitting messages; and/or, performing other related duties.
- Participates in routine, Commission, City Council, and/or Board meeting activities, which includes: scheduling meeting rooms; restocking supplies; preparing agendas, minutes, and legally-required postings; taking and disseminating meeting minutes; preparing Board orders;

preparing notary forms; administering oaths to new members; creating and maintaining historical meeting records; and/or, performing other related activities.

- Responds to routine and sensitive requests for information and assistance; provides information regarding applicable rules, policies, and regulations; researches and resolves concerns and complaints from internal and external customers; refers inquiries as appropriate.
- Maintains appropriate inventory levels within assigned area of responsibility. Requisitions supplies to ensure availability in support of efficient departmental operations.
- Participates in monitoring departmental budgets and processing and maintaining related documents and records.
- Performs other duties as assigned.

## **POSITION SPECIFIC JOB FUNCTIONS:**

### **Engineering**

- Performs a variety of specialized clerical activities in support of the Engineering Department, which may include: maintaining department files; controlling the flow of documents for the department; processing contractor payment applications and insurance information; preparing and disseminating meeting agendas; and/or, performing other related activities.

### **Environmental Services**

- Performs a variety of specialized clerical activities in support of the Environmental Services Department, which may include: tracking invoices and payments to laboratories; invoicing industries for monitoring charges and pretreatment permits; processing permitting fees and trip ticket payments; providing support for the pretreatment, pollution control, and apartment multi-housing programs; maintaining HOA files for neighborhood organizations; and/or, performing other related activities.

### **Facilities**

- Performs a variety of specialized clerical activities in support of the Facilities Department, which may include: maintaining vendor contact listings; serving as a liaison between the department and the Resolution Center; maintaining annual price agreements; preparing pro-rated billings for the Gravley Center; monitoring the processing of furniture rental payments; prepares and processes work orders; coordinating the dissemination and collection of key and lock computerized system associated with employee access to facilities; maintaining the departmental phone directory and/or, performing other related activities.

### **Fire**

- Performs a variety of specialized clerical activities in support of the Fire Department, which may include: processing invoices; preparing Council agendas; maintaining the department web page; preparing departmental newsletter; and/or, performing other related activities.

### **Legal**

- Performs a variety of specialized clerical activities in support of the Legal Department, which may include: maintaining the law library; preparing for depositions and mediations; and/or, performing other related activities.

### **Municipal Court**

- Performs a variety of specialized clerical activities in support of the Municipal Court, which may include: maintaining jury system, including mailing out juror summons and rescheduling jurors; maintaining fiscal records; preparing and posting meeting agendas; and/or, performing other related activities.

### **Parks & Recreation**

- Performs a variety of specialized clerical activities in support of the Parks & Recreation Department, which may include: monitoring and updating departmental web pages; photographing events, programs, facilities, and people for use in the department magazine, web page, water bill inserts, advertisements, promotional flyers, and various other documents; preparing the senior center newsletter; processing risk management claims; processing water billings; securing seasonal and temporary workers through applicable agencies; and/or, performing other related activities.

### **Police (Finance)**

- Performs a variety of specialized clerical activities in support of the Police Department, including facilitating, coordinating and supervising the administrative, budgetary, asset and inventory management functions of the department including budget management and development, purchasing and payment of invoices through the Lawson software system, equipment inventory and assistance with grants. Other duties may include: support to other administrative staff and/or performing other related activities.

### **Public Works**

- Performs a variety of specialized clerical activities in support of the Public Works Department. Primary administrative duties include facilitating, coordinating and supervising the administrative, budgetary, and asset management functions of the department to include: budget management and development, contract termination date tracking, On Call list management and distribution, updating and maintaining departmental employee organization chart, directory and emergency notification directory (Everbridge), employee file creation and surrender, monitoring and updating departmental web pages, uploading departmental agenda information via Legistar. Additional duties include: departmental contact for open record requests, departmental contact for water bill inserts, departmental contact for city issued cellular phones and printer issues, setting up interviews, logging and distributing applications to appropriate staff, provide support to other administrative staff and/or performing other related activities. Serve as backup for the following duties: Record retention and destruction, cross connection program registration, contact public works email and voicemail queues, notarization of departmental documents. Respond to emergency situations.

### **Information Technology:**

- Handles sensitive and confidential information with discretion. Creates a variety of written business documents, which may include: memorandums, applications, brochures, letters, agreements, flyers, newsletters, greeting cards, and/or other related items. Strong organizational skills, with the ability to prioritize work and perform multiple tasks efficiently. Enters and updates City Council work session and agenda items into the management system, ensuring accurate scheduling and documentation for effective meeting planning and execution.
- Knowledge of IT terminology and basic IT support skills and the principles of fund accounting.

### **SUPERVISORY/BUDGET RESPONSIBILITIES:**

- May act as Team Lead.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Knowledge of modern office procedures and equipment;
- Knowledge of mathematical concepts;
- Knowledge of filing procedures and practices;
- Knowledge of the English language, grammar, and punctuation;
- Knowledge of administrative support principles and practices in area of assignment;
- Knowledge of report preparation techniques;
- Knowledge of basic budgeting principles;

Skilled in:

- Skilled in providing support to numerous Executives at the same time;
- Skilled in providing high-quality customer service;
- Skilled in communicating effectively with a variety of individuals.
- Skilled in maintaining various confidential records;
- Skilled in applying and explaining applicable laws, codes, regulations, policies, and/or procedures;
- Skilled in preparing and proofreading a variety of reports and/or documentation;
- Skilled in exercising judgment and discretion;
- Skilled in keyboarding;
- Skilled in recognizing problems, identifying alternative solutions, and making appropriate recommendations;
- Skilled in maintaining inventory and supplies;
- Skilled in prioritizing work and performing multiple tasks;
- Skilled in preparing meeting agendas and minutes;
- Skilled in researching and compiling data;
- Skilled in maintaining sensitive and confidential information;
- Skilled in operating a computer and related software applications;

**MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.
- Two years progressively responsible administrative support experience.

**Public Works**

- Texas Notary Commission within six months of employment

**Information Technology**

- Pass the Security + Certification, or comparable certification authorized by the CIO within 12 months.

**PREFERENCES:**

**Police (Finance)**

- Experience with budgetary, asset and inventory management in a law enforcement environment.
- Experience with purchasing and payment of invoices through the Lawson software system Familiar with Police budget management and development.
- Ability to provide assistance with grant development and tracking and support to other administrative staff and/or performing other related activities.

**WORKING CONDITIONS:**

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.

**Public Works**

- Must possess a valid motor vehicle driver license.

**Information Technology**

- Must pass CJIS (FBI) security clearance.