



DATE	July 2024
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Administrative Services Coordinator
 DEPARTMENT/DIVISION: Various
 REPORTS TO: Varies

SUMMARY: Responsible for performing intermediate-level duties in support of an assigned department to include the completion of complex clerical and administrative functions, responding to requests for information from the public and staff, creating a variety of reports and documents, and general support for assigned supervisor. Work is performed with moderate supervision.

ESSENTIAL JOB FUNCTIONS:

- Performs various intermediate clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; maintaining calendars; keyboarding information into databases; making photocopies; receiving, sorting, and distributing mail; performing data entry; faxing documents; typing; and word processing.
- Assists in creating a variety business documents, such as memorandums, applications, brochures, letters, agreements, flyers, and/or other related items.
- Prepares, processes, receives, sorts, and distributes a variety of routine reports, lists, correspondence, exams, packets, payments, receipts, purchase orders, invoices, check requests, and/or deliveries.
- Participates in monitoring and maintaining applicable office equipment. Coordinates the servicing of applicable equipment.
- Compiles and organizes routine financial information in assigned area of responsibility.
- Responds to requests for information from the general public; answers routine questions that can be confidential or sensitive in nature; directs visitors to appropriate locations; provides information on various departmental and city policies.
- Prepares and maintains office files, to include filing and updating confidential department personnel files in assigned area of responsibility.
- Monitors office supplies at assigned location; processes and maintain records to include invoices, expenses, and supply orders.
- Compiles and analyzes a variety of data for reports for assigned area of responsibility.
- Maintains the appearance of public areas, ensuring areas are organized and free from debris or hazardous items.
- Performs other duties as assigned.

POSITION SPECIFIC JOB FUNCTIONS:

Animal Services

- Performs a variety of clerical activities in support of Animal Services, which may include: coordinating veterinary support services; balancing daily cash receipts;

completing weekly deposits; processing vendor payments; provide assistance to walk in customers; dispatching Animal Control Officers; support animal rescue activity; entering service requests into databases; tracking rabies specimen tests and reporting results to victim; performing other related activities.

- Assist Senior Animal Care Specialist with coordinating volunteer schedules and activities.
- Assist with donation and sponsorship programs.

Workforce Services

- Performs a variety of administrative activities in support of benefits and risk administration for the city, which may include providing reports to benefit and risk vendors, vendor billing, budget maintenance, conducting retirement meetings with employees, entering property and fleet claims into risk management software, answering employee questions, assisting with employee communications and departmental meetings regarding benefits and risk, assisting with annual open enrollment, assisting with administration of the Fiduciary Committee and Safety Review Committee, and presenting benefits and risk related information to employees.

Police (Business Services)

- Performs a variety of complex administrative support functions in support of the Business Services Unit for the Police Department including acting as Team Lead for the Case Filing and Records teams within the unit. As Team Leads, will act as liaisons between the Police Department and the District Attorney's offices of Collin, Dallas, and Denton Counties, and the Texas Department of Public Safety; respond to high-level requests from these agencies by tasking appropriate personnel with follow-up work, reviewing any reported discrepancies and managing corrective actions by assigned team; receive and disseminate new business practices and requirements imposed on the Police Department by these agencies; act to modify or create business practices for assigned team in response to these new impositions; manage the fulfillment of Open Records Requests and lawful subpoenas by delegating tasks, monitoring progress, liaison with other department units and city departments, and review the final product; respond to high-level requests for data from Police Department Command Staff that fall under assigned team's duties; respond to complaints involving the Business Services Unit.
- May act as Business Services Coordinator in his/her absence, as directed.

Parks & Recreation

- Performs a variety of clerical activities in support of assigned division within the Parks & Recreation Department, which may include: maintaining work order information; maintaining tree maintenance, irrigation repair, fuel, waste pick-up and other related schedules and information; maintaining contract information and data; completing disposition of property forms; ordering and receiving employee uniforms; assisting with special events; and/or, performing other related activities.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of administrative support principles and practices in assigned area of responsibility;
- Knowledge of modern office procedures, methods, and equipment;
- Knowledge of filing procedures and practices;
- Knowledge of report preparation techniques;
- Skilled in providing customer service to various customers
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
- Skilled in preparing and processing a variety of documents and forms;
- Skilled in performing basic mathematical calculations;
- Skilled in maintaining records;
- Skilled in maintaining sensitive and confidential information;
- Skilled in handling multiple tasks simultaneously;
- Skilled in prioritizing and organizing tasks;
- Skilled in keyboarding;
- Skilled in operating a variety of modern office equipment;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

Police (Business Services) Additional

- Skill in planning and implementing departmental procedures and objectives.
- Skill in effectively supervising and delegating duties to assigned staff.
- Skill in resolving customer complaints and concerns.
- Knowledge of Open Records Request laws, procedures, and policies.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- 1 year of progressively responsible administrative or general office experience.
- 1 year of customer service or direct public contact experience.

PREFERENCES (if applicable):

- Bilingual in English and Spanish.

Police (Business Services)

- Two years increasingly responsible experience in a related area of experience such as a busy office environment with multiple personnel requiring frequent interactions with customer and management personnel while handling confidential information; or
- Two years of experience in Police Records.
- Completed Open Records Training that meets the requirement of *Texas Government Code Sec. 552.012*

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.

Police (Business Services)

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.
- Must pass psychological and polygraph screening.
- Must be able to obtain and maintain associated security requirements including, but not limited to CJIS compliance standards