

ADMINISTRATIVE SPECIALIST

General Statement of Duties

Performs a variety of responsible administrative support and customer service duties at a journey level requiring knowledge of departmental rules, regulations, procedures, and services.

Distinguishing Features of the Class

An employee in this class performs a variety of administrative support, records processing, data entry, customer service, and related office duties. The range of work extends from routine to advanced journey in complexity, but is generally considered journey level. Work includes greeting the public and answering questions and relaying information, typing or data entry work, processing accounts payables/receivables, and creating and maintaining accurate files and records. The employee is expected to have a good understanding of the department and Town and its services to respond to inquiries, including some technical knowledge about program and/or legal requirements and departmental or Town processes, policies, and procedures. Customer service duties require courtesy, tact, and independence of action particularly when encountering sensitive or confidential matters. Work typically follows established procedures; precedent setting situations are referred to others. Specific oral and/or written instructions and guidelines are available to apply to most work situations. Work includes the use of modern office technology including word processing, database, spreadsheet, presentation and/or specialized software. Work is performed under regular supervision and is evaluated through observation, conferences, quality and effectiveness of the work completed, and feedback from customers.

Duties and Responsibilities

Essential Duties and Tasks

Answers telephone and greets visitors; directs calls or visitors and gives program and department information based on type of request; selects appropriate materials to answer questions and provide assistance.

Assists the public with understanding departmental and Town policies and procedures or laws as they relate to the programs and services being provided; explains reasons for denying a request; refers to others who may make exceptions; takes complaints, may refer to others for resolution.

Receives building permit applications and reviews for thoroughness; enters permits and sets up files; creates invoices and contacts applicants when permits are ready; schedules inspections; compiles and reports building permits to the County and other related organizations.

Compiles information and prepares agenda for Town Boards including Planning Board and Historic Preservation Board; takes and prepares minutes; sets up case files.

Tracks expenses against approved budget on an on-going basis; processes invoice approval and submits to Finance.

Reviews and verifies records and reports to ensure that information is provided and correct.

Prepares a wide variety of documents including correspondence, memoranda, etc.; proofreads materials for typographical or spelling errors; copies, collates, binds, faxes, emails, and distributes information in various formats; may prepare forms and formats for more efficient operations.

Compiles reports from program and service activity data requiring limited research; creates records by posting general program activity on established forms, files, computer databases, spreadsheets, etc.

Orders supplies and materials; may collect payments, provide receipts, post payment transactions and prepare deposits.

Additional Job Duties

May coordinate or assist with the work of others, typically in their absence.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of modern office procedures and related office information technology equipment, software, and peripherals.

Considerable knowledge of business English, mathematics, and legal formats and terms.

Knowledge of laws, regulations, and Town procedures and practices related to building permits and planning department processes and services and of the organization's personnel and purchasing procedures.

Skill in the use of information technology equipment and associated software products such as word processing, spreadsheets and data bases used in area of work assignment.

Ability to work independently on responsible administrative support tasks, some of which may be confidential or sensitive; ability to independently prepare meeting agendas, take and prepare minutes, and maintain confidential correspondence.

Ability to keep fiscal and statistical records, ledgers, and files and provide information correctly and concisely, both orally and in writing.

Ability to schedule appointments and meetings and establish schedules based on specific oral or written instructions.

Ability to communicate effectively in oral and written form in person and by telephone.

Ability to be tactful and courteous while conducting the Town's business.

Ability to plan and organize work for efficient processing, set and follow effective work priorities, and meet established deadlines.

Ability to establish and maintain effective working relationships with supervisors, coworkers, and the general public.

Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, kneeling, reaching, standing, walking, pushing, pulling, lifting, fingering, talking, hearing and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to prepare figures and data, do accounting work, operate a computer, read extensively, and proof work performed.

Desirable Training and Experience

Graduation from a community college with courses in office technology or business and experience in administrative support including customer service; or an equivalent combination of education and experience.

Special Requirement

Prefer completion of NC Law and Administration Course from the School of Government or other authorized provider.

May require possession of a valid driver's license.