

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: ADMINISTRATIVE SUPERVISOR
DEPARTMENT: GENERAL SERVICES
REPORTS TO: BUSINESS MANAGER

JOB CODE: 5101
DATE: 2/08

JOB SUMMARY:

Supervises the administrative functional area of the office. Supervises fiscal and administrative staff. Independently resolves administrative problems for the office. Relieves the Business Manager of administrative details by composing correspondence on own initiative, scheduling meetings and appointments, responding to requests for information, and addressing complaints. Handles confidential and/or sensitive information requiring use of discretion. Maintains files, including databases, council resolutions, operating budget, CIP project files, departmental correspondence, etc. Prepares graphs, charts, and other visual aids for presentations.

ESSENTIAL JOB FUNCTIONS:

Carries out supervisory responsibilities in accordance with city policies, procedures, and applicable laws, including interviewing, hiring, training, appraising performance, rewarding and disciplining employees, addressing complaints, resolving problems, and planning, assigning and directing work.

Plans, schedules, monitors, and evaluates the work of fiscal and administrative personnel in order to accomplish the objectives of the department and to effectively utilize resources, including oversight of payroll, personnel file management, service request tracking, A\R, and A\P; accomplishes inventory control, asset tracking, and job costing.

Interacts with the general public to provide information, respond to inquiries, and resolve complaints; identifies reoccurring problems and develops solutions.

Resolves administrative problems related to the efficient operation of the office; enforces policies; maintains cell phone contracts; resolves computer and equipment malfunctions.

Develops new office procedures to increase efficiency; ensures that standard operating procedures are up to date and functional; tracks work flow and service indicators; implements cross training procedures.

Resolves problem account issues; files small claims actions and collections correspondence for bad debts; maintains databases for septage and solid waste haulers, payroll and position control.

Assists division heads and other supervisors addressing inquiries and resolving problems; prepares correspondence, administers contracts, monitors budgets, designs reports, and researches problems.

Completes year end processing for purchasing, accounts payable, accounts receivable, open invoices, and open purchase orders.

Interacts with staff from other departments, elected officials, and the general public in person, by telephone, or by e-mail in order to respond to inquiries, exchange information, receive complaints, resolve problems, and efficiently accomplish goals and objectives.

Serves as lead for Accounts Payable ERP Team.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer
General Office Equipment

Typewriter
Multi-line Telephone

Copier
Calculator

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associate's Degree from an accredited two-year institution or technical school in business or accounting;
and,

Four years of progressively responsible administrative experience which includes serving as a supervisor over clerical staff; or,

Any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Licenses and Certifications:

Notary Public

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative policies and procedures pertaining to area of assignment.

Administrative principles and practices, including goal setting and program budget development and implementation.

Administration of staff and activities, either directly or through subordinate supervision.

General management practices. business letter writing, standard clerical techniques, and modern office methods, procedures, and equipment.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Business mathematics, including accounting, percentages, decimals, statistics, general ledger accounts, A/P, A/R, payroll, etc.

Computer applications related to the work, including e-mail, spreadsheets, word processing, publishing software, database design and usage, familiarity with the Internet, and Web page maintenance.

Applicable state, federal, and local laws, rules, and regulations.

Basic budgetary principles and practices.

Record keeping, report preparation, filing methods, and records management techniques, including electronic files.

Skill in:

Communicating effectively with others, orally and in writing.

Preparing clear and concise reports, correspondence, and other written materials.

Using tact, discretion, initiative, and independent judgment within established guidelines.

Dealing courteously and diplomatically with the general public.

Analyzing and resolving office administrative situations and problems.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Accurately proofreading copy with accompanying knowledge of grammar, punctuation, and spelling.

Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff and coordinating administrative operations.

Composing business correspondence.

Operating, maintaining, and trouble shooting general office equipment.

Typing complex, technical, and/or sensitive documents with minimal errors.

Using computers to enter and retrieve information.

Selecting and motivating staff and providing for their training and professional development.

Mental and Physical Abilities to:

Establish and maintain effective working relationships with others.

Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and other information related to effective operation of the functional area.

Communicate effectively and courteously with staff, the public, and other employees

Add, subtract, multiply, and divide whole numbers, common fractions, decimals, and percentages.

Solve practical problems with a variety of concrete variables in situations where only limited standardization exists.

Interpret instructions in written and oral form.

Perform duties while typically sitting at a desk or table or while intermittently sitting, standing, stooping, walking, bending, or crouching.

Occasionally lift light or heavy objects.

Working Conditions:

Work is performed in an office or stockroom.