



MARCH 2016
FLSA: NON-EXEMPT

ADMINISTRATIVE COORDINATOR

DEFINITION

Under general supervision, performs, coordinates and oversees technical and office administrative support work within a program/s or a department, including the provision of varied and complex support to managerial, professional and supervisory staff or the direct coordination of specific administrative support projects and operations; may supervise technical and clerical personnel; develops and implements improved office and departmental procedures; acts independently in completing basic management studies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned Department Director or Division Manager. Provides supervision to assigned administrative support staff.

CLASS CHARACTERISTICS

This class is the first supervisory level in the administrative support classification series. Assignments in this class include organizing and overseeing program or office administration, management support, the development and implementation of policies and procedures, and special projects and duties related to the assigned department as well as supervising staff. The work requires frequent contact with the public, as well as performing various research and administrative support functions. Responsibilities require the exercise of independent judgment, technical knowledge of the division or program where assigned and of overall City activities. This class is distinguished from the Administrative Analyst in that the latter is a professional-level classification, requiring the equivalent of a four-year degree and regularly researches and analyzes practices and procedures in order to develop recommendations for organizational, operational, policy, and procedural improvements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Oversees and ensures that the office administrative functions of the organizational unit to which assigned are effectively carried out.
- Performs difficult, complex, technical, and/or specialized office support work, which requires the exercise of independent judgment, the application of technical skills, and a detailed knowledge of the activities and procedures specific to the department or unit to which assigned.
- Evaluates the operations and activities of the office; recommends improvements and modifications; prepares various reports on operations and activities; considers resource availability; negotiates timelines as needed.

- May supervise staff, including determining workloads and schedules, evaluating staff performance, providing training and making hiring, promotion and disciplinary recommendations.
- Assists in the preparation of the annual budget for the assigned organizational area, including compiling data, making revenue projections and recommending service levels and enhancements; monitors and tracks expenditures, ensuring the department remains within approved budget allocations.
- Attends to a variety of administrative details such as keeping informed of departmental/division activities, transmitting information, developing, implementing and interpreting policies and procedures and monitoring day to day operations of the functional area to which assigned.
- Performs a variety of administrative support duties such as negotiating pricing agreements with vendors for equipment, supplies, printing services and office equipment maintenance under established guidelines; processes bills and invoices for payment; prepares and transmits a variety of financial documents and maintains records of financial transactions; may oversee the collection and record keeping of and/or collect and account for fees and other monies collected.
- Provides technical assistance to staff on operational issues such as personnel policies, purchasing, record keeping, training, risk management and contract administration.
- Performs project research and report preparation related to the activities of the organizational unit to which assigned; may prepare and update a variety of periodic and special narrative, accounting, database and statistical reports.
- Represents the office at meetings as assigned; acts as liaison between the department director and other staff or the public, coordinating resolutions to problems when appropriate.
- Receives and screens visitors and telephone calls requiring the use of judgment and the interpretation of policies, rules, procedures and ordinances.
- Prepares correspondence, reports, forms, vouchers, work orders, and specialized documents related to the organizational unit to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, formatting, and correct English usage, including grammar, punctuation, and spelling.
- Performs other duties of a similar nature or level.

QUALIFICATIONS

Knowledge of:

- Standard office administrative practices and procedures.
- Codes, policies, regulations and procedures related to the department to which assigned.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Basic principles and practices of public agency budget administration.
- Organization and function of public agencies, including the role of an elected City Council and appointed committees and task forces.
- Applicable policies, technical processes, and procedures related to department operations and services.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, web administration, database, and spreadsheet applications.
- Business arithmetic, financial, and statistical techniques.
- Record keeping principles and procedures.

- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff, in person and over the telephone.

Ability to:

- Plan, organize, administer, coordinate, review, evaluate and personally participate in comprehensive administrative support services.
- Supervise, select, train, motivate, and evaluate the work of administrative staff.
- Perform technical, specialized, complex and difficult office administrative work requiring the use of independent judgment.
- Interpret and implement policies, procedures and computer applications related to the department or organizational unit to which assigned.
- Analyze and resolve office administrative and procedural problems.
- Perform basic research and prepare reports and recommendations.
- Oversee projects or programs and/or monitor the work of staff.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of two years of college-level coursework in business or a field related to the work and three (3) years of office administrative or lead experience in the area of assignment.

Licenses and Certifications:

Specified positions may require possession and maintenance of a valid California driver's license and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.