

ADMINISTRATIVE SPECIALIST

POSITION SUMMARY: This is a professional position that is responsible for directing the office and administrative work of a department to ensure efficient and orderly operations. The position performs technical as well as professional work. This position directs and completes administrative work and analysis, with specific duties varying with department(s) assigned. The employee works within general methods and procedures, exercises considerable independent judgment to select the proper course of action and directs and monitors the work of subordinate department personnel to ensure conformance with established guidelines, methods, procedures and policies. Exercises discretion and judgment in evaluating the needs of the department in planning, scheduling and developing solutions, and working with administration, staff and other available resources to effectively meet the needs of the department.

SUPERVISION RECEIVED: Work performed is under the direction of the Department Head or designee.

SUPERVISION EXERCISED: Supervision is exercised over subordinate departmental personnel.

ESSENTIAL JOB FUNCTIONS: *An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Work cooperatively with Department Head, boards and commissions, committees, staff, City departments and others to establish priorities, develop department plans and goals, coordinate activities and implement projects. Attend meetings as required.
2. Serve as a liaison with other City departments, agencies, boards, commissions, committees, businesses and citizen groups.
3. Advise and assist Department Head and supervisors as appropriate in matters under scope of authority.
4. May be responsible for development and administration of department budget.
5. Serve as a mentor to staff and serves in a supervisory role, which includes office management responsibilities. Provide timely training, mentoring and performance evaluations for subordinate employees and participates in the selection of personnel.
6. Ensure staff is informed of new or revised procedures and any pertinent information regarding assigned function(s). Updates related policy and procedure manuals.
7. Ensure proper labor relations and conditions of employment are maintained.
8. Ensure completion of administrative, office support and clerical work. Review information for accuracy and make or ensure necessary corrections are made.
9. Participates in contracting and purchasing activities in accordance with established budgetary and purchasing policies and procedures. Drafts requests for proposals and bid specifications and provide oversight of contracts, contractors and vendors.

10. Compile and analyze data, identify trends or patterns, conduct research, prepare and maintain general as well as complex reports. Perform cost/benefit analysis for programs, projects and department office operations. Recommend changes to the Department Head as appropriate.
11. Complete special projects, and make presentations. Produce charts and tables, and analyze various data and scenarios.
12. Receive, investigate and address inquiries and complaints made by citizens, businesses, or other personnel. Follow up on corrective actions and ensure that replies are provided.
13. Draft press releases and legal notices, and participates in preparing material for publication.
14. Maintain confidential records and process or transmit information that requires a high degree of discretion and judgment.
15. Plan and assist in a variety of public relations activities and represent the City at events. May serve as lead person of special projects, activities and events.
16. Keep abreast of new developments in the field, new techniques, and current legislation and regulatory developments and issues through continued education and professional growth.
17. Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES: *The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

- A. A bachelor's degree in business administration, public administration or a related field and five years of work experience in a professional office setting. Supervisory experience is preferred. An entrant into this classification who has not met the degree requirement must demonstrate acceptable progress toward attaining the degree in order to advance in the pay range. The degree requirement must be attained in order to advance to the top step of the pay range.
- B. Ability to obtain certifications such as Law Enforcement Information Network (LEIN) or Notary Public within one year of hire or promotion.
- C. Demonstrates ability to exercise independent judgment and discretion and to handle sensitive matters.
- D. Demonstrates ability to develop and follow procedures and develop and carry out routine and complex instructions.
- E. Ability to develop comprehensive plans and complete special projects.
- F. Extensive knowledge of the principles and practices of office administration.
- G. Demonstrates ability to effectively train, lead and motivate employees and supervise and evaluate the work of others. Ability to lead and to work as a team, possess self-supervising

attributes and a positive, congenial attitude.

- H. Demonstrates knowledge of training and supervisory techniques and employee policies and procedures. Demonstrates skill in planning, organizing, scheduling, directing and coordinating work activities and associated resources.
- I. Has established effective working relationships and uses tact, good judgment and resourcefulness when working with staff, volunteer workers, other governmental agencies and the public.
- J. Possesses excellent organizational skills and an ability to problem solve.
- K. Demonstrates ability to gather and analyze data for the purpose of preparing accurate and timely reports, memoranda, letters and responses to requests for information. Proven ability to communicate and present information effectively, both in verbal and written manner, to varied audiences.
- L. Ability to perform technical and complex verification and reconciliation activities.
- M. Demonstrates proficiency in the use of office equipment and technology including computers and software programs such as Microsoft Office. Ability to learn other programs as related to areas of responsibility, and has the ability to quickly learn other technology as necessary.
- N. Proven ability to maintain a comprehensive record keeping system, assemble and present accurate reports and records, compile statistics, analyze complex information and develop recommendations.
- O. Proven ability to direct work and to work effectively within deadlines and changing work priorities.
- P. Ability to work any schedule as necessary to provide proper coverage for all events.
- Q. Possession of a valid Michigan motor vehicle operator's permit.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: *The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

While performing the duties of this job, the employee is regularly required to talk or hear. While performing the duties of this job, the employee is regularly required to communicate with others and view and produce written documents. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move items of light weight.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.