

TOWN OF COLLIERVILLE, TENNESSEE CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: ADMINISTRATIVE SPECIALIST SR.

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform specialized administrative work, coordinate administrative activities, and process information/documentation relating to an assigned department/division.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides administrative support for the assigned department/division: coordinates daily administrative activities of assigned department/division; monitors status of projects/workflow and troubleshoots problem situations; works to independently resolve problems and initiates appropriate action/response; oversees processing of a variety of documentation associated with department/division operations within designated timeframes and per established procedures; logs, tracks, or maintains records regarding department activities; compiles data for further processing or for use in preparation of department reports.

Provides administrative/secretarial support for management and/or staff of assigned department/division: relieves upper management staff of routine administrative tasks; screens telephone calls, mail, e-mail, and other communications and initiates appropriate action/response; records and transcribes dictation; types, composes, edits, or proofreads various documentation; maintains calendars and schedules meetings, appointments, interviews, or other activities; coordinates travel arrangements, accommodations, conference registrations, or related plans for department staff.

Serves as liaison between the assigned department and other departments/divisions, staff members, Town officials, the public, community leaders, outside agencies, the media, or other individuals or organizations; conveys information among division/department personnel.

Performs customer service functions in person, by telephone, and by mail: provides information/assistance regarding department/division services, procedures, fees, or other issues; responds to routine questions or complaints; researches problems/complaints and initiates problem resolution.

Provides administrative support for Board, Commission, committee, or other meetings: prepares meeting agendas, packets, and related documentation; coordinates meeting rooms/facilities, equipment, and refreshments; notifies participants of scheduled meetings; submits public notices to newspapers, property owners, or others as required; prepares and distributes agendas, meeting notices, meeting packets, and related documentation; records and transcribes meeting minutes; distributes meeting minutes to appropriate individuals; maintains official records.

Processes accounts payable, budget, and financial documentation: reviews invoices for accuracy, matches with purchase orders, and researches discrepancies; assigns proper budgetary codes to invoices; posts accounts payable data and forwards invoices for payment; reconciles payable records with Finance Department records; provides budgetary input and assists in forecasting revenues/expenditures; enters daily revenue into computer and generates revenue reports; reviews monthly budget analysis reports; monitors expenditures to ensure compliance with approved budget; processes budget transfers as needed; maintains departmental petty cash funds.

Processes purchasing documentation: reviews purchase requisitions and verifies availability of budgeted funds; prepares purchase orders; obtains competitive price quotes; orders materials under blanket purchase orders.

Processes payroll and personnel documentation: reviews employee timesheets for accuracy and researches discrepancies; enters payroll data into computer for payment; monitors available vacation/sick leave; prepares personnel change forms; maintains attendance records and confidential personnel files.

Receives payments for various fees, fines, or services: records transactions, posts payments, and issues receipts; balances cash drawers; prepares revenues for deposit and forwards as appropriate.

Types, prepares, and/or completes various forms, reports, correspondence, purchase requisitions, purchase orders, payment/check requests, travel requests, invoices, revenue reports, meeting minutes, agendas, public notices, contracts, contract amendments, legal descriptions, box office reports, attendance reports, press releases, programs, flyers, newsletters, surveys, work orders, service requests, development agreements, personnel action forms, inspection reports, master occupancy records, subpoenas, background investigation reports, statements, spreadsheets, or other documents.

Receives various forms, reports, correspondence, budget documents, payments, invoices, purchase requisitions, check requests, refund requests, revenue reports, cash disbursement journals, general ledger reports, financial statements, time sheets, attendance records, leave requests, registration forms, advertisements, publicity materials, scripts, newspaper copy, staff reports, agendas, vehicle maintenance reports, work orders, service requests, meter readings, meter serial numbers, development agreements and information sheets, letters of credit, certificates of deposit, appeals, ambulance reports, inspection reports, master occupancy records, fire inspection applications, police reports, supplemental reports, crime scene reports, grand jury submission requests, affidavits, recorded statements, subdivision plans/plats, computer operational guides, maps, policies, procedures, ordinances, general orders, manuals, catalogs, directories, reference materials, or other documentation; reviews, completes, proofreads, processes, forwards or retains as appropriate.

Maintains file system of various files/records for the department; prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents.

Maintains current maps, telephone lists, directories, operating manuals, procedures, and other reference materials.

Conducts research of department files, database records, hardcopy materials, Internet sites, or other sources as needed.

Monitors inventory of department supplies and forms: ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies.

Operates a personal computer, scanner, general office equipment, tape recorder, transcription equipment, credit card machine, two-way radio, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, desktop publishing, bookkeeping, e-mail, Internet, or other computer programs; performs basic maintenance of computer system and general office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Communicates with supervisor, employees, volunteers, other departments, Town officials, law enforcement personnel, public safety agencies, court personnel, attorneys, builders, contractors, engineers, architects, vendors, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains confidentiality of departmental documentation and issues.

Maintains current knowledge of applicable laws/regulations: reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

Attends work on a continuous and regular basis.

Maintains an awareness of proper safety procedures and guidelines and applies these in performing daily activities and tasks.

Assignment to Development Department may involve the following additional duties:

Prepares applications for presentation to Planning Commission or Historic District Commission: verifies accuracy and completeness of applications; places applications onto draft agendas for Commission meetings; submits copies of applications, site plans, or other documentation to Commissioners and planners; assembles packets for meetings; issues public notices; issues approval/denial letters to applicants following meetings.

Assignment to Engineering Department may involve the following additional duties:

Maintains development agreement files: prepares files for commercial/residential developments after approval by Planning Commission; notifies developers of project approval; requests data from developers to calculate development fees and complete development agreement; prepares staff reports for Board of Mayor & Aldermen; prepares development agreements; distributes development agreements, staff reports, letters of credit, development fees, and other materials to appropriate personnel; maintains spreadsheet tracking system for development agreements.

Maintains files for capital improvements projects contracts: assists with preparation of contract documents for capital improvement projects; processes approved pay requests; assists with preparation of contract change orders and close-out documentation; maintains spreadsheet tracking system for capital improvements projects.

Assignment to Fire Department may involve the following additional duties:

Processes incident reports: processes various departmental documentation: submits reports to local newspapers regarding fire calls/incidents; distributes incident reports to Chief and Battalion Commanders for review.

Schedules training and inspection activities for department personnel: schedules staff medical training activities; schedules and assigns inspections for local businesses/industries; schedules and coordinates inspections for business license applications and permit applications; schedules maintenance of fire extinguishers.

Assists in coordinating public relations activities: schedules station tours for schools, day care facilities, and other organizations; assists in organizing and coordinating Christmas Parade activities.

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, distributing documentation, or processing incoming/outgoing mail.

Provides assistance to other employees or departments as needed.

May attend Board of Mayor and Alderman meetings and other relevant meetings outside regular business hours.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by three (3) years previous experience and/or training involving office administration, secretarial work, basic bookkeeping, customer service, record management, data entry, personal computer operations, and experience in area of assignment; typing speed at an acceptable level to the Department; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Requires a valid motor vehicle operators license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as rude/irate customers.

APPROVALS

James Lewellen, Town Administrator

Jeff Sprow, Director Human Resources

The Town of Collierville, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

