



City of Irving Job Description

Administrative Specialist

FLSA Status:	Non-Exempt	Job Department:	Multiple Departments
Job Code:	09032	Reports To (Job Title):	Designated Supervisor, Manager, or Department Head

PURPOSE

To provide advanced administrative support to departmental management, supporting multiple divisions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Manage designated calendars; Coordinate internal and external meetings/complex events/conference calls; Make travel arrangements and complete expense reports.
- Perform administrative duties, which include filing and scanning documents, maintaining office supplies, making copies, processing mail, reserving conference rooms, running errands, and sending faxes.
- Prepare/proof correspondence, such as cards, letters, open records request responses, memos, and organizational charts, as well as, informational packets, presentations, and/or spreadsheets; Prepare reports.
- Use discretion while providing administrative support in the handling of confidential matters.
- Perform financial support duties, which may include, but are not limited to, the following: developing, monitoring, and/or assisting with the maintenance of designated budgets; receiving on, and reconciling purchase orders; processing bill payments; preparing petty cash vouchers and new vendor forms; and, reconciling MasterCard and P-Card statements.
- Perform personnel duties, which include maintaining databases for personnel requisitions and Position Control Requests (PCRs), and preparing/tracking personnel status change (P-4) forms as needed.
- Facilitate timely submission of staff Performance Evaluations through tracking, scheduling, and submission; track other personnel dates relevant to department, such as probationary dates.
- Maintain departmental personnel files, and approve/enter payroll, which may involve creating paper time sheets for designated staff.
- Assist with departmental interviewing process via venue setup, scheduling, etc., and, *as assigned*, preliminary application review.
- Schedule new hire/promotion management review interviews and six-month follow-up interviews.
- Maintain various other databases for departmental use, such as of contract files; Research and/or archive departmental files.
- Create/update various reports (e.g. Open Encumbrance Report); *As assigned*, prepare/submit Council Agenda Items in MinuteTraq; serve as departmental liaison regarding Legal Service Requests (LSRs) and Administrative Awards (AAs).
- Screen incoming calls and correspondence and respond independently when possible
- *As assigned*, transcribe information from recordings into a final document.
- Greet and assist visitors, which includes answering questions and finding requested information.
- Perform duties of other administrative/clerical staff in their absence, and other related duties as assigned.

If Assigned to Capital Improvement Program (CIP):

- Respond to and manage the Building Services call-in line for requests for service; input requests into CityWorks.
- *As assigned*, provide basic clerical support for meetings, which, in addition to transcription and other related duties, may also include taking dictation. .
- Execute special duties and projects as assigned by her/his supervisor, the Assistant CIP Director and/or the Assistant City Manager.

If Assigned to Fire Services:

- Provide clerical support for Boards and Committee meetings, which includes attending meetings and recording/transcribing minutes into final documents.
- Execute special projects as assigned by the Chief, Assistant Chief, or Fire Programs Supervisor.
- Serve as backup for the Fire Programs Supervisor in her/his absence.
- Serve as Program Director for Texas Fire Chiefs Association (TFCA) Best Practices Recognition Program, which involves updating/maintaining over 100 files so they comply with policies and procedures and new directives; Compile Annual report and submit it to TFCA every year; Recertify for Best Practices Recognition every four (4) years.
- *As Assigned*, contact outside agencies and individuals to find answers to pre-determined questions, which includes completing customer surveys and conducting internet research.
- Coordinate departmental community outreach efforts; Coordinate presentations.

If Assigned to Parks & Recreation:

- Provide customer service to residents, such as for scheduling facility, aquatic and athletic reservations.
- Execute special projects as assigned by Director, Assistant Director or Business Services Supervisor.
- Serve as backup for Business Services Supervisor and other administrative staff in their absence.
- Coordinate the seasonal hiring process for 100-120 seasonal positions annually.
- Coordinate records management program for the department.
- Assist in relieving the Guest Services desk.
- *As assigned*, contact outside agencies and individuals to find answers to pre-determined questions, which includes completing customer surveys and conducting internet research.

If Assigned to Planning & Community Development:

- Provide administrative support for the Planning & Zoning Commission, which includes preparing agenda, recording and transcribing minutes, and coordinating travel arrangements for Commissioners and the Planning staff.
- Assist Planners in the preparation of zoning and plat applications for Planning & Zoning Commission and City Council; Review plans from Inspections Department for zoning compliance.
- Add and/or scan information from applications into tracking software.

OTHER DUTIES AND RESPONSIBILITIES

- *As assigned*, ensure appropriate follow-up and distribution of calls and inquiries received from the vehicle compliments or complaints line, listening to voicemail to discern next steps.
- Develop and execute training for others; cross-train to perform co-workers' duties when absent; complete training requirements.
- *As assigned*, notarize documents.
- Perform minor maintenance and reports on office machines.
- *As assigned*, serve as liaison on behalf of her/his supervisor and/or other members of departmental management.
- *As assigned*, print posters for internal and exterior poster cases and signage for events.

SUPERVISORY RESPONSIBILITIES

As assigned, Functional and Technical Supervision – Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1-5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

If Assigned to Capital Improvement Program (CIP): Develops, monitors, and coordinates the department and fund's multi-million dollar annual budget; reconciles up to \$5,000 in expenditures per MasterCard or P-Card monthly; and, orders up to \$500 in office supplies monthly. Further, issues annual contract purchase orders, processing monthly invoices and monitoring payments.

If Assigned to Fire Services: Responsible for ordering supplies; materials needed for various boards and/or Events sponsored by department using City purchasing card. Responsible for transactions up to \$100,000 annually.

If Assigned to Parks & Recreation or Planning and Community Development: Responsible for ordering supplies; materials needed for various boards and/or events sponsored by department, and licenses and memberships using City purchasing card; further, responsible for transactions up to \$50,000 annually.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to an Associate's degree from an accredited college or university.
- A Bachelor's degree would be *beneficial*.

EXPERIENCE

- Five (5) years of increasingly responsible executive level administrative assistant experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.
- *Depending on assignment*, a notary license may be required.

KNOWLEDGE OF

- Associated Press (AP) Stylebook Principles: Methods of formatting and proofing.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.

- Office Systems: Administrative / clerical procedures and systems, such as word processing, filing and records management systems, and form design principles, and other office procedures.
- Office Software: current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite and/or Adobe Acrobat Pro.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Adobe Acrobat Pro, Banner HRIS, Citrix, iPortal (timekeeping), CityWorks, TrakIt, etc.
- *If Assigned to Planning & Zoning*: Basic understanding of Zoning / land use regulation.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with documents, ideas, numbers, and words.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Written and Oral Comprehension: Listening to and understanding information and ideas presented through spoken or written words and sentences.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Flexibility: Being adaptable while handling multiple requests from multiple executives.
- Focus: Adhering to strict deadlines while working in a fast-paced, multi-tasking environment.
- Self-Management: Working independently and with- minimal supervision.
- Mechanical/Technical: Safely operating diverse office equipment including calculators, computers, copiers, digital cameras, fax machines, label makers, shredders, and telephones.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Reading Comprehension: Reading and interpreting documents.
- Service Orientation: Actively looking for ways to help others and to improve efficiency and processes.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Teamwork: Actively participating and contributing to various internal and external teams.
- Typing: Accurately entering information using a computer keyboard.

GUIDANCE RECEIVED

Direction and Varied Methods

Typically receives general direction about assignments and work results to be attained. Requires judgment to determine which methods apply and what data/information should be considered.

Position must think through how issues can be addressed within existing policies and procedures and may assist others with more complex work methods and problems.

OUTSIDE CONTACTS

Internally, this position interacts with various City of Irving staff up to the Director level. Continual contact with internal and external customers may be expected. Courtesy and tact are required with moderately difficult or sensitive issues. This contact may include Boards and/or Commissions.

Externally, the position engages community leaders, elected officials, residents, businesses, members of the area Chambers of Commerce, and staff of multiple Independent School Districts. Additionally, the position engages vendors, from florists and travel agents, to those providing office supplies or related to contracts/purchase orders.

EQUIPMENT AND PROPERTY

This position may utilize AV equipment, calculator, coffee maker, computer, copier/scanner/fax machine, digital camera, hole puncher, label maker, laptop, (poser and/or regular) printers, shredder, keypad security system, laminator, and a telephone.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

If Assigned to Capital Improvement Program (CIP) and/or Fire Services: The employee is constantly required to carry, grasp/handle/feel, kneel, lift up to 25 pounds*, listen, reach, see, sit, and/or talk. Frequently, s/he is required to drive a vehicle*, stand, walk, push/pull, and/or stoop.

** If Assigned to Parks & Recreation:* The employee is constantly required to carry, grasp/handle/feel, kneel, listen, reach, see, sit, walk and/or talk. Frequently, s/he is required to lift up to 10 pounds, stand, push/pull, and/or stoop.

If Assigned to Planning & Community Development: The employee is constantly required to grasp/handle/feel, listen, reach, see, and/or sit. Frequently, s/he is required to carry, lift up to 10 pounds, stand, talk, and/or walk. Occasionally, s/he is required to pull/push and/or stoop.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

If Assigned to Capital Improvement Program (CIP): The noise level in the work environment is usually quiet.

If Assigned to Fire Services: The noise level in the work environment is usually moderate. The work space is fast-paced, with multiple activities occurring simultaneously, involving frequent deadlines and periodic work off-site for special events.

If Assigned to Parks & Recreation: The noise level in the work environment is usually low to moderate. The work space is fast-paced, with multiple activities occurring simultaneously, involving frequent deadlines and periodic work off-site for special events.

If Assigned to Planning & Community Development: The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.