



City of Irving Job Description

Office Coordinator

FLSA Status:	Non-Exempt	Job Department:	Multiple
Job Code:	09052	Reports To (Job Title):	Designated Supervisor

PURPOSE

To provide secretarial and administrative support to a unit, including monitoring the budget, answering the telephone, greeting customers, using discretion while supporting confidential matters, contacting municipal officials, and creating and proofreading original documents, correspondence, and following administrative policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Greet and assist visitors, including answering questions and finding requested information.
- Answer multiple telephone lines, including answering inquiries, transferring callers, and recording and conveying messages.
- Tally, track, sort, file, assemble, and deliver various records and packets including bids, invoices, payments, applications, requests for service, purchase card expenditures, and/or information pamphlets.
- Write and enter information into a computer to draft and prepare correspondence, bills, statements, receipts, checks, permits, timesheets, or other documents.
- Coordinate appointment calendars, including making travel arrangements.
- Assist in the preparation of the annual budget and assist in monitoring departmental expenditures.
- Review purchase requests, departmental disbursement requests, and travel expense requests, including verifying fund availability, ensuring paperwork is forwarded to appropriate departments.
- Use discretion when providing clerical support regarding confidential matters and when contacting municipal officials.
- Proofread documents, records, and/or forms.
- Maintains databases of key information, including databases for creating mailing labels.
- Contact outside agencies, vendors, and individuals to respond to questions and to resolve complaints.
- Address, stuff, posts, sort, and distribute mail, including sending, receiving, and delivering faxes.
- Process open records requests.
- Inventory office supplies, and order as needed to maintain supply.
- Perform related duties as assigned.

If Assigned to City Secretary's Office:

- Assist the City Secretary with special projects as needed.
- Cross-train with Boards and Commissions and, as delegated by the City Secretary, with the Assistant to the City Secretary.
- Assist the Assistant City Secretary in completing distribution of legislative documents considered by City Council, as well as, processing open records requests, for the department and citywide.

- Post outside and on the City website all agendas for City Council, special meetings, and board, commission, and committee meetings.
- Cross-train in permits processed in the City Secretary's Office (CSO), including: solicitor permits, claims, and TABC forms; further, cross-train in filing of deeds and easements with Dallas County Records and into the City's electronic records management system (OnBase).
- Assist in scanning official documents into the City's electronic records management system (OnBase), which will include confidential and sensitive information.

If Assigned to Inspections:

- Provide general coordination of office and purchasing processes, as well as the department's strategic plan reporting and tracking processes.
- Helps coordinate the Construction Board of Appeals and the Building and Standards Commission meetings and transcribes minutes after meetings.

OTHER DUTIES AND RESPONSIBILITIES

- Create flyers, nametags, certificates, brochures, and other related documents.
- Performs minor maintenance and repairs on office machines.
- Notarize documents.
- *If Assigned to City Secretary's Office (CSO):* Respond to overflow calls from the Mayor and Council's telephone line.

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 1-2 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Varies depending on department, but includes regularly handling money, checks, and/or purchase cards, as well as some budget coordination of a mostly transactional nature.

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 with major course work in a closely related field.

EXPERIENCE

- Three (3) years of related experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Notary Public Commission License.

KNOWLEDGE OF

- 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.
- Office Systems: administrative and clerical procedures and systems such as word-processing systems and filing and records management systems.
- Office Software: current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office suite.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Banner, Citrix, Cityworks, Crystal Reports, Network Fleet, and/or OnBase.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- De-escalation/Conflict Resolution: Techniques and methods to diffuse and manage dissatisfied individuals, which may involve sensitive situations.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Mechanical/Technical: Safely operating diverse office equipment including computers, copiers, fax machines, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Multi-Tasking Acuity: Working with frequent interruptions and changes in priorities.
- Prioritization: Selecting, from multiple options, activities to achieve a goal, especially when handling multiple tasks simultaneously.
- Typing: Accurately entering information using computer keyboard.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Reading Comprehension: Reading and interpreting documents.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Professional Sensitivity: Practicing exceptional customer service so as to manage highly public and/or political situations, and exercising extreme discretion in confidential matters.

- **Complex Problem-Solving:** Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- **Planning:** Sensing the environment and setting goals and objectives.
- **Reporting:** Researching, analyzing, and compiling data and preparing concise documents.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

OUTSIDE CONTACTS

Continual contact with internal and external customers, outside agencies and vendors involving obtaining cooperation of people; courtesy and tact are required with moderately difficult or sensitive issues.

EQUIPMENT AND PROPERTY

Office machinery, such as a multi-function center copier/scanner, desktop computer, printers, telephones.

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.*

The employee constantly is required to grasp, handle, feel, listen, reach, see, and/or sit. Frequently, s/he is required to carry, lift up to 10 pounds, stand, walk, and/or talk. Occasionally, s/he must 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.*

The noise level in the work environment usually is 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.