

# CITY OF CHATTANOOGA

## Classification Specification Title: Administrative Support Assistant 2

**Department: Police, Fire, CD, WW, PWs, GG, & APCB**

**Pay Grade: GS.04**

**Supervision Received From: Depends on Dept**

**FLSA Status: Non-Exempt**

**Supervisory Responsibility For: None**

**Established: 6/29/07**

**Revision Date: 8/27/24;**

**10/20/23; 6/13/17**

### CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for performing the duties of the Administrative Support Assistant, creating and maintaining confidential department/employee files and processing work orders, accounts payable and department payroll (entering and tracking of time). Duties include collecting information from supervisor or department staff to be organized and distributed; providing training of new office staff and providing some use of statistical data to create basic reports. Work is performed with moderate supervision.

### SERIES LEVEL:

The Administrative Support Assistant 2 is the second level of a four-level administrative support series.

### ESSENTIAL FUNCTIONS:

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Performs various routine clerical duties utilizing standard office equipment to include screening incoming calls; taking and transmitting messages; maintaining calendars; keyboarding information into databases; making photocopies; performing data entry; faxing documents; typing; requisitioning supplies and word processing.

Responds to requests for information from the general public; answers routine questions; directs callers to appropriate internal departments, and/or external organizations.

Enters information into applicable databases and/or other computerized systems to collect and maintain records and information in assigned areas of responsibility.

Organizes and maintains files including creating and maintaining confidential department/employee files; files documents alphabetically, numerically or by other prescribed methods.

Processes, receives, sorts and distributes a variety of correspondence, notices, website requests; reservations, time sheets, invoices, fees, citations, work orders, reports, service requests, travel vouchers, materials, deliveries, mail, and/or other applicable items.

Composes a variety of routine and/or specialized correspondence, reports, documents, brochures, posters, contracts, easements, applications, forms, permits, memos, and/or other applicable materials; verifies and edits grammatical composition.

Processes incoming and outgoing purchase orders, vouchers, agreements, contracts, permits, payments, cash receipts and disbursements, and/or other related items.

Prepares a variety of reports that summarize operational activities, permitting activities, collection activities, financial transactions, and/or other applicable items.

Coordinates and prepares for meetings and/or special events which includes preparing meeting agendas; scheduling; preparing and disseminating invitations; coordinating and assembling applicable materials; setting up rooms; may take, transcribe and disseminate meeting minutes; ordering meals and snacks; receiving attendance confirmations and/or performing other related activities.

Monitors and restocks office supplies and materials; initiates the replenishment of applicable inventory and supplies; follows up on orders and deliveries.

Assists with coordinating department activities such as tracking work and change orders, reporting building maintenance issues, dispatching crews to areas requiring service, relaying communications, researching and locating standard or routine information and providing related support.

Participates in special projects and/or other activities in support of efficient and effective department operations.

May manage travel forms, requisitions, p-cards, and expense reports for each investigator for both units.

May be required to use, carry, and answer their cell phone as determined by their job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

**DEPARTMENT SPECIFIC DUTIES (if any):**

When working in Public Works:

May serve as Staff Coordinator for City Boards.

When working in Fire:

Notarize state documents and medical documentation for incoming Cadets in each new academy and new hires.

Prepares a variety of reports that summarize operational activities, permitting activities, collection activities, financial transactions and/or other applicable items, pertaining to firefighter's certificates, IS, and medical documentation.

When working in Executive Branch:

Collaborates with the Administrative Assistant at the Family Justice Center by giving tours, participating in events, discussing new ideas or agendas, and working out new issues that come about throughout the year.

Responsible for scheduling the on-call for each investigator for both units. Maintaining the calendar in the office for both units.

When working in Economic Development:

Prepares legal documents including municipal liens and order liens; prepares lien releases; submits legal documents to the county Register's Office for recording; Completes Open Records Requests for Code Enforcement; and notarizes documents.

Maintains the list of Condemned properties and properties scheduled for demolition and provides information on condemned properties to EPB, LDO, CPD, CFD, and the Mayor's Office.

Preparing and handling sign-in sheets during demolition hearings.

Exporting lien information and documents to Govern.

When working in Community Development:

Prepares and maintains payroll-related records and related documentation which includes preparing employee time sheets; reviewing worksheets for adjustments; calculating, totaling and editing times sheets. Run payroll reports; reconcile timesheet errors, monitor overtime, use of paid time off, compensatory time, military leave and other forms of leave. Initiates and processes employee status changes.

Retrieves personal leave balance records of employees and provides reports to employees and managers.

Enters requisitions for vacancy.

Assist on-board new employees to the department.

#### MINIMUM QUALIFICATIONS:

High School Diploma or GED and at least one (1) year of responsible office support experience utilizing current office technologies and software; or equivalent experience/training sufficient to successfully perform the essential functions of the job.

Notary Public Preferred.

All employees must maintain Tennessee residency from the date of hire.

#### LICENSING AND CERTIFICATIONS:

None

#### KNOWLEDGE AND SKILLS:

Knowledge of customer service principles; English language, grammar and punctuation; modern office procedures, methods and equipment; meeting and/or special event scheduling techniques; basic report preparation techniques; record keeping principles; keyboarding techniques and filing principles and practices.

Skill in using computers and related software applications; providing customer service; filing; composing a variety of business correspondence; scheduling and coordinating special events and meetings; keyboarding; using modern office equipment; processing financial documents; preparing and proofreading a variety of routine reports and/or documents; maintaining confidentiality; maintaining records and files and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

#### PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions.

**WORK ENVIRONMENT:**

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**SPECIAL REQUIREMENTS:**

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

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