

CITY OF CHATTANOOGA

Classification Specification Title: Administrative Support Specialist

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

Pay Grade: GS.05

Parks and Outdoors, Executive Branch

FLSA Status: Non-Exempt

Supervision Received From: Depends on Dept.

Established: 6/29/07

Supervisory Responsibility For: None

Revision Dates: 8/27/24;

10/20/23; 12/30/16

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for providing legal, technical and/or administrative support for a department or senior manager. Assists department staff on special projects. Duties include preparing documents, reports and other information for courts, board meetings, public hearings or other public review. Researches and gathers information and statistics to prepare documents and reports; primary accountability for various reporting activities, such as department budget, accounts payable/receivable, and payroll. Requires extensive knowledge of the department, City and their systems. Work is performed with limited supervision.

SERIES LEVEL:

The Administrative Support Specialist is the third 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.)

May serve as a lead to lower level staff which includes prioritizing and assigning work; training staff on work methods and procedures and/or performing other related activities.

Provides complex, specialized administrative and technical support for a department in processing time sheets, preparing personnel change forms, maintaining department files and information, maintaining calendars of events, meetings, deadlines, preparing and publishing legally required notices and/or other related documents.

Prepares, processes, receives, sorts and distributes a variety of reports, lists, statistical data, correspondence, exams, packets, payments, job costing data, credit card billings, payroll information, receipts, purchase orders, requisitions, travel requests, expense reports, invoices, collections, check requests, deliveries, and/or other related information.

Creates a variety of written business documents which may include correspondence, reports, memos, notices, forms, contracts, ordinances, resolutions, warrants, bids, work orders, notices,

certificates, schedules, meeting agendas and minutes, and/or other related materials. Prepares presentation materials.

Coordinates or processes administrative activities of assigned programs or functions including serving as liaison to the general public in explaining department operations and providing general assistance, handling routine or specialized department functions or problems and referring complex or difficult issues.

Provides administrative support which includes preparing and proofing reports, forms and correspondence; updating internal manuals; monitoring the accuracy and implementation of applicable website and related updates; making travel arrangements; maintaining calendars; overseeing and maintaining office filing system; prescreening mail; answering and monitoring phones; taking and transmitting messages and/or performing other related duties.

Maintains a variety of contact lists, resource lists, logs, maps, calendars, deadline dates, meeting dates and/or other related items. Prepares for staff, City Council, Board and/or Commission meetings and/or special events which includes preparing meeting agendas and packets; publicizing meetings; recording meeting activities; transcribing and disseminating meeting minutes; scheduling; preparing and disseminating invitations, meeting announcements, legal ads and public notices; coordinating and assembling applicable materials; setting up rooms; ordering meals and snacks; receiving attendance confirmations and/or performing other related activities.

Responds to routine and sensitive requests for information and assistance; provides information regarding applicable rules, policies and regulations; researches and resolves concerns and complaints from internal and external customers; refers inquiries as appropriate.

Maintains appropriate inventory levels within the assigned area of responsibility.

Requisitions supplies to ensure availability in support of efficient departmental operations.

Participates in monitoring departmental budgets and processing and maintaining related documents and records.

Coordinates and processes purchasing requests for equipment, materials, parts, supplies, services, and/or other applicable items.

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

Participates in developing, preparing and tracking a variety of fiscal documents and information which may include budgets, contracts, grants, credit card purchases, petty cash, expenditures, deposits, cash sales, and/or other related items.

Assists in designing and maintaining web page(s) in the assigned area of responsibility.

Participates in the implementation of new software applications; trains users on utilizing software.

Performs a variety of research related to assigned area of responsibility; compiles findings and makes recommendations based on findings. May provide Notary Public services.

Performs other duties as assigned. Legal Functions: Drafts/prepares and processes legal documents such as summonses, complaints, motions, pleadings, contracts, ordinances, resolutions, opinions, exhibits and related materials.

Researches legal publications, databases and public records and compiles information to draft documents.

Compiles, finalizes, and files legal documents with various courts in accordance with established procedures.

Organizes, manages, and maintains legal files and documents in accordance with accepted legal practices.

May requisitions department vacant job openings, schedule, and coordinate interviews. Prepare and organize interview packets.

May collaborate with the HR Business Partner to ensure that the department's staffing needs and goals are met.

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):

MINIMUM QUALIFICATIONS:

High School Diploma or GED and depending on area of assignment: Three (3) years of related progressively responsible office support experience utilizing word processing, spreadsheet, and other personal computer software related to the efficient provision of administrative support services in the assigned area; OR One (1) year of office support experience and two (2) years of experience drafting/preparing legal documents, researching legal databases and filing documents with the courts; as well as skill in using word processing and spreadsheet software to prepare documents and reports; OR Three (3) years equivalent experience/training sufficient to successfully perform the essential functions of this job or any combination of equivalent experience and education.

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

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Knowledge of principles and practices in assigned area of responsibility; customer service principles; English language, grammar and punctuation; modern office procedures, methods and equipment; meeting and/or special event scheduling techniques; legal terminology, procedures and documents; applicable Federal, State and Local laws, ordinances, codes, rules, regulations, policies and procedures; basic report preparation techniques; record keeping principles; keyboarding techniques; mathematical principles and filing principles and practices.

Skill in prioritizing and assigning work; using computers and related software applications; providing customer service; filing; composing a variety of business correspondence; preparing legal forms and documents; performing mathematical calculations including standard statistical calculations; reading and interpreting specialized data and information in assigned area of responsibility; scheduling and coordinating special events and meetings; keyboarding; using modern office equipment; transcribing dictation and meeting minutes; interpreting and applying applicable laws, ordinances, codes, rules, regulations, policies and procedures; processing and reconciling financial documents and information; 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: Y (depending on area assigned)

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.