JOB TITLE: Administrative Services Coordinator
DEPARTMENT/DIVISION: Various
REPORTS TO: Varies

SUMMARY: Responsible for performing intermediate-level duties in support of an assigned department to include the completion of complex clerical and administrative functions, responding to requests for information from the public and staff, creating a variety of reports and documents, and general support for assigned supervisor. Work is performed with moderate supervision.

ESSENTIAL JOB FUNCTIONS:
- Performs various intermediate clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; maintaining calendars; keyboarding information into databases; making photocopies; receiving, sorting, and distributing mail; performing data entry; faxing documents; typing; and word processing.
- Assists in creating a variety business documents, such as memorandums, applications, brochures, letters, agreements, flyers, and/or other related items.
- Prepares, processes, receives, sorts, and distributes a variety of routine reports, lists, correspondence, exams, packets, payments, receipts, purchase orders, invoices, check requests, and/or deliveries.
- Participates in monitoring and maintaining applicable office equipment. Coordinates the servicing of applicable equipment.
- Compiles and organizes routine financial information in assigned area of responsibility.
- Responds to requests for information from the general public; answers routine questions that can be confidential or sensitive in nature; directs visitors to appropriate locations; provides information on various departmental and city policies.
- Prepares and maintains office files, to include filing and updating confidential department personnel files in assigned area of responsibility.
- Monitors office supplies at assigned location; processes and maintain records to include invoices, expenses, and supply orders.
- Compiles and analyzes a variety of data for reports for assigned area of responsibility.
- Maintains the appearance of public areas, ensuring areas are organized and free from debris or hazardous items.
- Performs other duties as assigned.

POSITION SPECIFIC JOB FUNCTIONS:
Animal Services
- Performs a variety of clerical activities in support of Animal Services, which may include: coordinating veterinary support services; balancing daily cash receipts;
completing weekly deposits; processing vendor payments; provide assistance to walk in customers; dispatching Animal Control Officers; support animal rescue activity; entering service requests into databases; tracking rabies specimen tests and reporting to results to victim; performing other related activities.

**Workforce Services**

- Performs a variety of administrative activities in support of Benefits administration for the city, which may include: administering FMLA, providing eligibility reports to various benefit vendors, benefit vendor billing, conduct retirement meetings with employees, answer employee questions regarding benefits, assist with employee communications and departmental meetings regarding benefits, assist with annual open enrollment, assist with administration of the Fiduciary Committee, maintain benefits webpage on CNET and city website.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of administrative support principles and practices in assigned area of responsibility;
- Knowledge of modern office procedures, methods, and equipment;
- Knowledge of filing procedures and practices;
- Knowledge of report preparation techniques;
- Skilled in providing customer service to various customers
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
- Skilled in preparing and processing a variety of documents and forms;
- Skilled in performing basic mathematical calculations;
- Skilled in maintaining records;
- Skilled in maintaining sensitive and confidential information;
- Skilled in handling multiple tasks simultaneously;
- Skilled in prioritizing and organizing tasks;
- Skilled in keyboarding;
- Skilled in operating a variety of modern office equipment;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

**MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.
- 1 year of progressively responsible administrative or general office experience.
- 1 year of customer service or direct public contact experience.

**PREFERENCES (if applicable):**

- Bilingual in English and Spanish.

**WORKING CONDITIONS:**

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:
- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.