

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Administrative Specialist I

Department: Varies
Pay Grade: 505
FLSA Status: Non-Exempt
Job Code: Z050

JOB SUMMARY

The purpose of this classification is to perform routine clerical work in support of an assigned department or division, with an emphasis on providing customer service by answering incoming calls and greeting visitors; processing information/documentation, performing data entry, preparing documents, and maintaining files/records.

ESSENTIAL JOB FUNCTIONS

- Provides clerical support for an assigned department/division; processes a variety of documentation associated with department/division operations within designated timeframes and per established procedures; types, prepares, proofreads, and/or completes various forms, reports, correspondence, schedules, lists, logs, narratives, background reports, or other documents.
- Answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; responds to requests for service/assistance; retrieves messages from voice mail; initiates and returns calls as necessary.
- Performs customer service functions in person, by telephone, mail or email; provides information or assistance regarding department/division services, activities, forms, procedures, fees, or other issues; receives and/or disseminates forms/documentation; responds to routine questions/complaints, researches problems, and initiates problem resolution.
- Processes requests for permits or licenses: answers questions regarding the application process, regulations, policies, and procedures governing the process; receive and date-stamps applications and documentation; verifies that all required documentation is included and complete; researches and obtains any additional information needed to

process application; calculates and collects any applicable fees; issues permit or license and receipt; tracks and maintains log of permits or licenses issued; and compiles activity reports.

- Performs data entry functions by keying data into computer system; enters, retrieves, reviews or modifies data in computer database; scans documents into computer; verifies accuracy of entered data and makes corrections; retrieves information from databases; incorporates data into assigned records and documents; generates automated reports from systems.
- Distributes documentation between department/staff members and internal/external individuals/agencies: operates fax machine to send/receive documentation; distributes/delivers incoming faxes, subpoenas, mail, or other documentation to appropriate personnel; sorts, organizes, opens, and/or distributes incoming mail; signs for incoming packages and delivers to appropriate personnel; processes outgoing mail; copies and distributes forms, reports, correspondence, schedules, agendas, or other documentation.
- Maintains file system of various files/records for the department/division: prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents as directed; maintains department/program references such as vendor lists, Codebooks, training manuals, standard operating procedures, and mailing lists; and maintains confidentiality of departmental documentation and issues.
- Prepares and/or processes administrative documents for the department to include timesheets, purchasing documents, personnel forms, accounts payable documents, invoices, travel expense forms, and inventory records; obtains signatures when necessary; and submits administrative documents to appropriate department or manager.
- Processes financial documentation; reviews invoices, purchase orders, or other documents for accuracy; researches discrepancies, assigns proper accounting/budgetary codes, obtains proper signatures, and forwards for payment; maintains files and records.
- Receives moneys in payment of various fees, fines, or services; records transactions, issues receipts, and forwards revenues as appropriate; opens, closes, and balances cash drawer.
- Maintains petty cash; processes mileage reimbursement and expense reimbursement forms; stamps and records incoming revenue and forwards as needed.
- Maintains calendar/schedule of activities for assigned department/division; schedules and confirms appointments, meetings, interviews, conferences, or other activities; maintains calendar for meeting/conference rooms; updates calendar on a regular basis and notifies parties involved of changes.
- Researches, compiles, and/or monitors routine administrative or statistical data pertaining to department operations: summarizes data and prepares reports; conducts research of department files, legal records, database records, electronic data sources, Internet sites, hardcopy materials, or other sources as needed; incorporates information from source documents into the preparation of assigned materials; and composes, drafts and/or prepares correspondence and letters.
- Operates a personal computer, scanner, telephone, switchboard, general office equipment, or other equipment as necessary to complete essential functions; uses Microsoft Office to create documents and correspond via email; uses other computer programs that may relate to position; performs basic maintenance of computer system and general office equipment, such as replacing paper, ink, or toner or calling for service.

- Communicates with supervisor, employees, other departments, law enforcement personnel, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Performs notarization of documents as needed.
- Performs other related duties as required.

Administration Department:

- Updates and maintains probationers' files and payments; ensures probationers are in compliance with the terms and conditions set forth on their sentence sheets; updates notes; adds classes, AA/NA meetings attended, drug screens, etc.
- Develops and/or utilizes resources to maintain an archive to share documentation with Supervisors and Probation Officers.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a High School Diploma or equivalent; supplemented by one (1) year of experience required, preferably in clerical support, customer service or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Possess and maintain a Notary Public License.
- Additional certifications may be required based on assignment.

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Ability to accurately type 35 words per minute.
- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.
- Ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.
- Ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference and descriptive data and information.
- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of rational systems; to interpret written or verbal instructions; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

- Ability to exercise judgment, decisiveness, and creativity in situations involving evaluation of information against measurable or verifiable criteria.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.