

Job Class Code: 0882	FLSA Status: Exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to supervise assigned staff and provide difficult technical and responsible administrative support and may work as an assistant to a department head. The class coordinates and oversees the department's administrative, financial, and human resources functions. The class is responsible for staff supervision, and/or performing technical, organizational, and administrative, tasks. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

- Coordinates the operation of a division, bureau or major administrative or operating unit of the department.
- Assists department heads in departmental organization, procedures and related problems.
- Supervises subordinate personnel, including training, scheduling, assigning and evaluating work.
- Establishes and maintains operational goals and objectives, and generates management plans and operational corrective action plans.
- Provides administrative support to supervisor and other staff, including scheduling appointments and attendance at meetings, preparing documents and reports utilizing computer software.
- Assists with the development and implementation of departmental short and long-range strategic planning, goals and objectives and provides budget assistances for areas of responsibility including administrative management, human resources, customer care operations, and administrative support.
- Prepares and maintains operating budget for assigned area; monitors expenditures.
- Resolves problems/issues and responds to customers in a timely manner.
- Compiles monthly, annual and special reports.
- Gathers and maintains information/data to support periodic and special reports documenting activities and events for area of responsibility.
- Oversees the preparation and maintenance of records/files; processes daily paperwork such as correspondence, memos, requisitions, or personnel information; prepares and distributes periodic newsletter.
- Coordinates with the department head and other management team staff on operational issues/changes; provides guidance and direction to administrative and supervisory personnel regarding complex situations.
- Maintains database and coordinates programs/operations for area of responsibility.
- Evaluates departmental policy and procedures; makes revisions or develops new policy and procedures as required.
- Attends or conducts staff and other professional meetings to exchange information.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Supervises others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.

Reasoning Requirements	Performs supervisory work involving policy and guidelines, solving both people and work related problems.
Mathematical Requirements	Uses basic algebra involving variables and formulas; computes discounts, rates, ratios, and percents.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; may present training programs.
Mental Requirements	Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices, or the use of a wide range of administrative methods in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
Decisions/Supervisory Control	Supervises others requiring the development of procedures and constant decisions affecting subordinate workers, staff, and others in the general public.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in business administration, public administration, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of four years of full-time equivalent experience in administrative support and supervision.
Special Certifications and Licenses	Depending on position, may require a valid driver's license in compliance with City driving standards.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.