

Job Class Code: 0190	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to supervise staff and provide responsible administrative and difficult technical support for the area of responsibility. The class is responsible for staff supervision and performing administrative, technical, organizational, and clerical tasks. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

- Provides administrative support to supervisor and other staff including scheduling and coordinating appointments and meetings, making travel arrangements, maintaining calendars, and preparing correspondence, memos schedules, reports, contracts, and other documents.
- Supervises staff, including training, scheduling, assigning and evaluating work, counseling, and disciplining; oversees daily operations of the office; assists as needed to achieve task completion.
- Compiles background information for City Council agenda items and assists in follow up of matters requested by Council; maintains listing of resolutions and ordinances adopted and distributes appropriately; types resolutions and ordinances for other departments.
- Processes supervisor’s incoming mail, including sorting, channeling to supervisor, responding independently, and filing mail as appropriate.
- Screens incoming telephone calls and visitors; provides information, resolves problems/issues, directs calls/visitors to appropriate personnel, takes messages, or transfers to supervisor.
- Supervises preparation and maintenance of records and files; processes daily paperwork such as correspondence, memos, requisitions, and personnel information; prepares and maintains payroll records for office staff.
- Prepares operating budget for the office; oversees and monitors expenditures.
- Reviews invoices for accuracy, and pays or approves for payment; resolves related problems.
- Logs in and out all documents to be signed by staff members; ensures return of documents.
- Performs office tasks such as taking dictation, e-mailing, filing, faxing, photocopying, and maintaining office supply and equipment inventory.
- Serves as liaison between citizens, council members, department heads, and office personnel.
- Gathers and maintains information/data to support periodic and special reports.
- 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 or leads 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	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates 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 and other written materials using proper language, punctuation, grammar, and style.
Mental Requirements	Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies general understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.
Decisions/Supervisory Control	Supervises others requiring the development of procedures and constant decisions affecting subordinate workers, coworkers, 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	Requires a valid driver's license and a driving record that is in compliance with the City's 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.