

## Storey County

### **CLASS TITLE: Administrative Specialist/Office Manager**

**FLSA Status:** Non-Exempt

Created: 09-04-2008

Last Revised: 11-28-2011

Replaces:

**JOB SUMMARY:** Performs proactive, advanced-level and specialized administrative and office support functions for the organization; coordinates activities with other departments and agencies; trains and directs other clerical support staff; and performs other work as required. This position may have specific department related duties.

**CLASS CHARACTERISTICS:** This position is distinguished from other levels in the administrative assistant class by the performance of the most complex or specialized office support responsibilities. When applicable directs other office support staff in the procedures regulating daily operations and provides related support service. Works independently under the direction of the elected or appointed official and maybe expected to act in the absence of the Elected or Appointed Official.

**EXAMPLE OF DUTIES:** *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).*

1. Assists the general public, customers, and/or county employees in person or by phone answering inquires related to department services, programs, and records; receives complaints and attempts to resolve them; explains rules, policies and procedures; researches questions when appropriate to provide accurate information; resolves issues and/or directs customers to the appropriate department for resolution.
2. Acts as staff assistant to professional or management employees by screening incoming correspondence, calls and visitors; takes messages or refers caller to the appropriate person; schedules meetings, appointments, rooms and training for both staff and clients; maintains schedules of activities and location of staff members as requires; makes travel arrangements and handles travel claims.
3. Coordinate services and activities, production and distribution of materials with other programs, divisions, department, etc. to enhance the activities and effectiveness of the assigned area(s).
4. Manage, organize and participate in administrative and support activities with an office, division or department through the development, implementation and modification of procedures regulating daily operations and the provision of related support activities.
5. Participates and assists in the administration and development of the department budget, prepares budget reports, tracks expenditures and complies annual budget requests, verifies payroll records such as

- maintaining records of time worked, overtime and leave; receives and posts payments, prepares bank deposits.
6. Prepares a variety of general correspondence, legal documents, reports, articles, meeting minutes and/or agendas, and instructions; maintains and monitors files, follows up on due dates, and performs other monitoring functions to ensure timely completion of work; performs a variety of other clerical duties including data entry, copying and assembling materials, collecting and distributing mail, answering phones, faxing documents, and other related tasks.
  7. Trains: may be directed to prioritize and reviews work to assure work quality and the timely accomplishment of assigned duties and responsibilities; provides or coordinates training programs for staff; instructs employees; assists with the hiring and promoting of staff.
  8. Creates and maintains spreadsheets, database information, and other various documents utilizing word processing, spreadsheet and database software.
  9. May oversee the administration of office equipment lease renewals, maintenance, and supply orders; may schedule maintenance work on department vehicles with the county's vehicle maintenance department and/or outside vendors.
  10. Oversee the utilization of management information systems by coordinating implementation, training staff in proper use and application, assisting problem resolution at the user level or contacting IT technical support; monitor operations to ensure systems, methods and procedures are used correctly and efficiently.
  11. Review and evaluate methods and procedures; recommend changes in work processes, forms, and work flow to ensure efficient operations in compliance with policies and standards.
  12. Assists with the development of departmental goals, objectives, policies and procedures; ensures compliance with established policies, procedures and regulations.
  13. Performs related duties as required or described in the position statement.

## **QUALIFICATIONS FOR EMPLOYMENT:**

### **Knowledge and Ability:**

#### Knowledge of

- Basic elements of English usage, grammar, spelling, and punctuation;
- operation of modern office equipment such as fax machines, copiers, computers, phones;
- principles of providing customer service to the public and to internal customers;
- telephone and general reception procedures;
- basic record keeping and bookkeeping principles and practices;
- advanced level of computer knowledge including word processing and spreadsheet software; typing with speed and accuracy;

- departmental/divisional policies and procedures; countywide personnel policies;
- terms and acronyms commonly used on the assigned function(s); laws, statutes codes, regulations, and standards pertaining to the area of assignment;
- knowledge of bookkeeping, file and record management;
- intermediate to advanced level of computer knowledge including word processing and spreadsheet software; typing with speed and accuracy;
- required knowledge listed or described in the position statement.

Ability to:

- Read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations;
- write reports, business correspondence, and procedure manuals;
- effectively present information and respond to questions from managers, employees, customers, and the general public;
- interact positively with others including the general public, elected officials, other organizational staff, and coworkers;
- apply basic mathematical functions;
- solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists;
- interpret a variety of instructions furnished in written, oral, diagram, or schedule form;
- interpret and apply pertinent laws, regulations and standards, including administrative and departmental policies and procedures;
- multi-task and adjust priorities rapidly;
- perform this job successfully, an individual must be able to perform each essential duty satisfactorily;
- maintain confidentiality; and
- required abilities listed or described in the position statement.

**Special Requirements:** NONE

**Required Certifications and Licenses:** May be required to have a valid Nevada Class C Drivers License.

**Education and Experience:** Required knowledge and abilities listed or described in the position statement

Possession of high school diploma or equivalent and four years of progressively responsible office experience. Experience which demonstrated the ability to interpret positively with the public and/or internal or external customers and to oversee work of others.

Four year of relevant office clerical experience or completion of two year college degree with a major in a relevant field and two years of relevant office clerical experience.

**Physical and Mental Requirements:** The physical and mental requirements described here are fundamental for an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination, and vision to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary. The ability to communicate via telephone. Light lifting (up to 25 pounds) is occasionally required.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

**WORKING CONDITIONS:** Work is performed under the following conditions. Position functions indoors in an office type environment where most work is performed at a desk. Position may require occasional travel by car to carry out deliveries or pick up material. Working environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.

**This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.**

Effective the   28   day of  November ,  20 11.

Upon approval the above language shall be amended into the Agreement between Storey County Government and Storey County Employee’s Association SNEA/AFSCME Local Union.

Storey County Government

Storey County SNEA/AFSCME Union

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Patrick Whitten, County Manager

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Tobi Whitten, SNEA/AFSCME Union  
Comstock Chapter President

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Holli Kiechler, Administrative Officer

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Gerrie Honea, SNEA/AFSCME Union  
Comstock Chapter Vice-President