



Administrative Support Supervisor

Purpose of the role:

Under general direction, provides office coordination and supervision related to daily operations, administrative support, staff and services related to the City Executive Offices including high-level administrative support for City Council.

Distinguishing Characteristics:

The Administrative Support Supervisor participates in assisting with a variety of complex, confidential and administrative support functions, projects, and operations related to the City Manager's Office. This classification requires a substantial amount of tact, confidentiality, emotional maturity, independence, judgment, problem solving, decision making and initiative. The Administrative Support Supervisor is instrumental in achieving high standards of productivity and customer service excellence to external and internal customers.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Responsible for overseeing and maintaining a high level of customer service for external and internal customers of the City Manager's Office.
- Oversees and conducts assignments and administrative support for Council members including correspondence, signature items, phone, calendar and other projects as required.
- Promotes and maintains effective communication, positive working relationships and good public relations with all levels of contacts. Exercises considerable judgment in the answering of inquiries and directing people to the proper person or department.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the City's mission, objectives, and values.
- Plans, organizes, manages, and evaluates the work of assigned staff; participates in establishing operational plans and initiatives to meet goals and objectives; implements plans, programs, processes, procedures and policies required to achieve overall performance results; coordinates and integrates functions and responsibilities to achieve optimal efficiency and effectiveness.
- Performs a wide variety of difficult and complex administrative and operational duties requiring careful coordination and administration.

Reviews activities daily to assure timely and appropriate coordination of office activities.

- Provides administrative support for the preparation of Staff Reports, meetings, website content, contracts/agreements, legislative updates, presentations, etc. Conducts research and compiles data and other information as required.
- Participates in the selection of assigned office support staff; provides or coordinates staff training.
- Identifies areas for process improvement, including technological changes and assists in the implementation and integration of such changes.
- Assist with telephone and in-person inquiries; refers issues to appropriate departments or individuals and serves as a liaison between staff and the general public to address issues.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of an office administrative support program.
- Principles and practices of office management.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of municipal budget preparation and control.
- Office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.
- Functions of public agencies, including the role of an elected Council and appointed boards and commissions.
- Rules and procedures governing the notice and conduct of public meetings.
- Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles and practices of sound business communication.
- Principles of business letter writing and report preparation.
- Records management principles and procedures including record keeping and filing principles and practices.
- English usage, spelling, grammar, and punctuation.
- Customer service and public relations methods and techniques.

Ability to:

- Supervise, coordinate, and direct office administrative and secretarial

***Desired
Minimum
Qualifications:***

support functions.

- Select, train, supervise, organize, and review the work of assigned staff involved in providing office administrative and secretarial support functions.
- Recommend and implement goals, objectives, policies, and procedures for providing office administrative and secretarial support functions.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Participate in the preparation and administration of assigned budget.
- Perform a full range of varied difficult, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, technical, and programmatic support functions of a general or specialized nature in support of the assigned department with only occasional instruction or assistance.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Learn and effectively utilize various software applications.
- Learn and apply new information and skills.
- Type or enter data at a speed necessary for successful job performance.
- Participate in researching, compiling, analyzing, and interpreting data.
- Prepare clear, accurate and concise records and reports.
- Establish, organize, and maintain complex, specialized and extensive office files and records.
- Independently prepare correspondence and memoranda.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone and in person.
- Organize and set priorities and exercise sound independent judgment within areas of responsibility.
- Plan and organize work to meet deadlines, needs, expectations, and rapidly changing priorities of elected and appointed officials changing priorities and deadlines.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Strategic Thinker
- Customer Focused
- Accountable
- Problem Solver and Decision Maker
- Planner and Organizer
- Interpersonally Effective
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and Experience Guidelines:	Education/Training:
	Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration, office management, or a related field.
	Experience:
	Six years of increasingly responsible office administrative and/or secretarial experience including one year of lead supervisory responsibility. Experience in a municipal government setting is highly desirable.
	Licenses; Certificates; Special Requirements:
	A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical and Environmental Conditions:	Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment. Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. Hearing: Hear in the normal audio range with or without correction.
	Environment: Standard office setting; interact with staff, City officials, rental clients, artists and their representatives; occasionally works around loud noise levels.

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 6/6/17
Date Revised: