

ADMINISTRATIVE COORDINATOR

General Statement of Duties

Performs a wide variety of advanced journey level administrative and office management responsibilities for a department or program component requiring a thorough understanding of the departmental services, their inter-relationships and their relationship to the total Town's operations.

Distinguishing Features of the Class

Employees in this class perform a wide variety of specialized and difficult program support, and office management duties in a Town department or program. Work generally requires that employees independently handle certain complex administrative tasks such as significant participation in departmental budgeting, representing the department with other agencies, maintaining specialized databases and using and/or administering specialized programmatic software for program operations, and independently handling assigned office operational activities. Work is considered at the advanced journey level, requires judgement and discretion in handling sensitive or confidential matters in the program areas, and requires a broad knowledge of departmental operations in order that the role may provide research, back up of others, coordinate complex assignments; or may require the ability to deal with technical information. Work is distinguished from other administrative support classifications by factors such as scope and complexity of the department supported, greater complexity and variety of tasks, or greater responsibility within assigned administrative and/or program areas. Employees serve as part of the executive team within the department and handle major functions with independence. Sound judgment and discretion is required in performing the tasks. Work is performed under the supervision of a department head and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks

Coordinates and/or participates in development of programs for the department that significantly impact public services and perception; participates at a high level in planning and coordinating events, ceremonies, promotional processes, etc.; attends executive staff meetings and participates in planning and decisions; creates staff shift schedules; works closely with department head in budget preparation and administration, purchasing, and procurement of equipment, supplies, and materials for the department; prepares purchase requests and processes invoices; reconciles Pcard statements; manages employee time records either manually or electronically; maintains confidential personnel files; participates in on-boarding new employees; prepares and maintains calendars/schedules for department, department head and staff; tracks training and certification status for staff.

Serves as administrator of specialized software such as Emergency Reporting Software, CJLeads, NCWAWARE, RMS, DCI, TRACS, and other specialized public safety software; assigns passwords and account logins; ensures security; may administer training or testing to users; compiles and submits reports to state agencies utilizing software; serves as liaison with technology vendors; may deal with confidential information.

Researches and prepares a variety of department specific records and reports; maintains a variety of spreadsheets and databases in support of departmental programs; compiles data and statistics into required formats; completes studies and programmatic reports.

Reviews and verifies records and reports for quality control and correct and thorough information consistent with regulatory compliance or other requirements; serves as point of contact for regulatory audits; processes documents based on review and verification; files and retrieves materials based on limited information and performs periodic follow-up activities; creates, maintains and updates data bases requiring knowledge of and ability to interpret and apply ordinances, regulations, and

procedures.

Screens and routes materials according to content of communications; writes responses; researches alternatives; drafts recommendations; related materials from files.

Supports the department or division head in overall departmental projects; organizes the administrative work flow; creates forms and processes to improve efficiency and effectiveness; identifies and develops database and other records management systems.

Handles public requests for services or information with limited review and based on program and policy knowledge; often resolves problems or complaints without management's assistance.

Carries responsibilities for department – specific programs, conducting research, making appropriate determinations and approving applicants, and maintaining related program files; prepares grant applications and track grant compliance.

Additional Job Duties

Serves as backup to other professional and administrative staff as needed.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of office technology including word processing, data base management, spreadsheet design and usage, specialized departmental software, and other related resources.

Thorough knowledge of modern office management practices and procedures.

Thorough knowledge and ability to use correct grammar, vocabulary, and spelling.

Considerable knowledge of Town budgeting, personnel and purchasing policies and procedures.

Considerable knowledge of Town departments, their functions, and operations.

Skill in internal and external customer service excellence, problem-solving, teamwork and collaborative conflict resolution.

Ability to administer specialized software programs including establishing passwords and login accounts, maintain compliance with regulatory agencies, and monitor employee usage for appropriateness.

Ability to understand, interpret and apply regulatory requirements regarding records and staff certifications.

Ability to evaluate departmental processes for efficiency and effectiveness and make improvements.

Ability to plan and organize work for efficient processing, set and follow effective work priorities and meet established deadlines.

Ability to handle multiple priorities utilizing sound judgment and based on knowledge of departmental issues and needs.

Ability to communicate effectively in person and by telephone.

Ability to gather, synthesize and compile technical information on departmental programs and create well organized documents.

Ability to enter data accurately and at the speed required by the position and to proof own work.

Ability to arrange and place records, reports and files into a proper sequence and develop computerized or paper systems for easy retrieval and storage of departmental records.

Ability to establish and maintain effective working relationships with the general public, supervisor, Town officials, and employees.

Physical Requirements

Must be able to physically perform the basic life operational support functions of standing,

walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics, operate a computer terminal, proof read materials, and do extensive reading.

Desirable Education and Experience

Graduation from a community college supplemented by various courses in related information technology and considerable office management experience including experience at an advanced journey level; or an equivalent combination of education and experience.

Beaufort
2022

Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job questionnaire with a physical abilities checklist which can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.