

ADMINISTRATIVE SERVICES OFFICER

DEFINITION

To perform a wide variety of routine to complex analytical and administrative support duties and/or to manage daily operations of a divisional or departmental program.

DISTINGUISHING CHARACTERISTICS

Administrative Services Officer is distinguished from that of Administrative Assistant by the scope and complexity of the duties and responsibilities assigned. Administrative Services Officers in staff support positions perform administrative duties that impact total departmental operations. When assigned to manage departmental programs, incumbents are responsible for directing daily operations of the program, including supervision of program clerical and/or technical staff.

This position may assist in the management and coordination of the emergency services function for the County and Operational Area.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from higher-level management staff; exercises direct supervision over clerical and/or technical program staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Plans, prioritizes, assigns, supervises and reviews the work of staff involved in the program to which assigned; provides or coordinates staff training. Participates in the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.

Coordinates and monitors assigned operations to ensure compliance with policies, procedures and regulations.

May administer or assist in administering assigned grant programs and ensure compliance with grant requirements.

Conducts research related to assigned programs; analyzes findings; prepares recommendations, reports and necessary correspondence; presents reports to appropriate agency, committee, Board and/or County staff.

Administrative Services Officer
Rev.- 03/12/06
Rev.- 02/11/07
Rev.- 07/01/07
Rev.- 01/13/08
Rev.- 07/13/08
Rev.- 07/01/11
Rev.- 3/17/20

M.O. #6-3/21/06
M.O. #22-2/6/07
M.O. #22-2/6/07
M.O. #22-2/6/07
M.O. #22-2/6/07
M.O. #11-7/5/11
M.O. #7b-3/17/20

Composes, prepares, maintains and/or processes a variety of records, reports, plans, correspondence, agreements, contracts, etc., as required.

Participates in budget preparation and administration; submits justifications for supplies and equipment; monitors and approves expenditures; prepares fiscal reports and updates.

Prepares bid specifications for services and equipment; reviews purchase requisitions and invoices prior to processing; maintains contact with vendors and service providers.

Serves as staff liaison to Board of Supervisors, advisory boards, outside agencies, committees, commissions, etc.; prepares agenda items for the Board related to assigned department.

Attends a variety of meetings with staff, other departments/divisions and/or outside agencies as appropriate; prepares presentation materials and meeting agendas/minutes; disseminates meeting information to departmental staff.

Receives and responds to inquiries, requests for assistance and complaints from County staff, outside agencies and/or the general public.

Performs general administrative duties as required, including but not limited to compiling data for reports, completing and processing various forms, maintaining inventory, developing schedules and calendars, maintaining computer record-keeping operations, creating databases and charts, processing personnel/payroll documents, etc.

Performs routine office duties as required, including but not limited to typing reports and correspondence, copying and filing documents, entering computer data, assembling materials, faxing information, answering the telephone, processing mail, etc.

This position may be associated with the Office of Emergency Services (OES) and serve as required in the Emergency Center (EOC); providing fiscal management or other services as directed by the OES Director.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and county laws and regulations.

Modern office practices and technology, including the use of computers for data and word processing.

Organization, fiscal and personnel management.

Principles of supervision, training and performance evaluation.

Research methods, techniques and procedures.

Principles and/or methods of public and/or business administration.

Budgeting procedures and techniques.

Principles and procedures of fiscal and statistical record-keeping.

Business letter writing and report preparation.

English usage, spelling, grammar and punctuation.

Basic mathematical principles.

Ability to:

Learn, understand and interpret pertinent federal, state and local laws, codes and regulations.

Learn the operation, policies and procedures of the department.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Supervise, train and evaluate the work of staff.

Prepare and administer a budget.

Establish and maintain cooperative working relationships with those contacted during the course of work.

Communicate clearly and concisely, both orally and in writing.

Maintain records and prepare required reports.

Maintain confidentiality as required.

EXPERIENCE AND TRAINING GUIDELINES:

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

Experience:

Two years of responsible program development and administrative experience, preferably in local government.

Additional qualifying experience may be substituted for the required education in a year-to-year basis to a maximum of four years.

Training:

Bachelor's degree from an accredited college or university with major course work in business administration, public administration or related field.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and copier; strength stamina, and mobility to perform light to medium physical work including transporting mail, supplies, filing, operating a motor vehicle and visiting various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. Finger dexterity is needed to access, enter, and retrieve data manually as well as using a computer keyboard, typewriter keyboard, or calculator, to set up and file various data and records, and to operate standard office equipment. Positions in this classification occasionally bend, carry, stoop, squat, twist, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to move about on foot and to lift, carry, reach, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

