CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: PW625			
Classification Specification: ADMINISTRATIVE SERVICES SUPERVISOR			
Salary Range: AF32			
Position Title: Administrative Services Supervisor			
Incumbent:			
Location: Public Works/Operations - Administration			

GENERAL PURPOSE:

Under the direction of the Operations Manager, perform a wide variety of complex and responsible administrative support duties; coordinate and complete administrative and accounting projects and details; and supervise the daily administrative and accounting staff, office operations and work flow.

Work is characterized by a high degree of difficult, complex and confidential administrative duties in addition to supervisory responsibilities. The incumbent is required to supervise a diverse group of employees of various skill levels in the areas of accounting and administrative support; have the ability to make decisions and take responsibility for such decisions; and exercise independence, judgment, and initiative.

Work is performed in accordance with defined policies and procedures under minimal supervision. Incumbent may be required to deal with unusual situations and irate and/or difficult individuals requiring conflict management skills. Incumbent is required to maintain professional composure and demonstrate tact, patience and courtesy at all times.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serve as office manager for the Public Works Operations Division and administrative assistant to the Operations Manager, relieving the manager of administrative details.

Serve as liaison between the Manager and the public, employees and other City departments.

Analyze, organize and ensure the smooth running of office operations and procedures such as bookkeeping, preparation of payroll, personnel, information management, filing systems, requisition of office supplies and other equipment,

and other clerical services. Research and develop resources that create timely and efficient workflow.

Directly supervise employees. Carry out supervisory responsibilities in accordance with the City's policies and procedures and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; reviewing work for completeness, accuracy, and timeliness; appraising performance; recommending reward and discipline for assigned employees; addressing complaints; and resolving problems.

Collect, compile, and coordinate statistical data, financial data, staff input, and other information for inclusion into periodic and special reports; assemble and prepare special reports and agenda items as necessary including Council agenda items and back-up materials; research and analyze information; and establish appropriate report formats.

Prepare a variety of correspondence, memoranda, reports, and other material; record and prepare minutes from a variety of meetings; and review and proof documents, records, and forms for accuracy, completeness, and conformance to applicable rules and regulations.

Maintain the Manager's calendar; schedule meetings; and make arrangements for conferences, travel, etc.

Attend meetings, seminars, conferences and training as appropriate; maintain a current understanding of department functions and programs; and represent the department as required.

Coordinate the preparation the department budget; verify the accuracy of budget information; prepare assigned budget; and monitor budget expenditures including purchases and transfers.

Assist the Manager in developing procedures to expedite transmittal of information or facilitate implementation of policies and programs.

Establish and maintain procedures for systematic retention, protection, retrieval, transfer, and disposal of inter-related records, files and information; maintain payroll and personnel records (database) for the department as assigned; and generate, update and maintain administrative and accounting procedures manuals for staff training purposes.

Answer telephones; respond to routine citizen inquiries or complaints; provide information or services to callers and visitors including citizens, city employees and various outside agencies; and take messages or refer callers and visitors to appropriate personnel or divisions.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

Municipal government policies, procedures, structure, and objectives; applicable local, state and federal laws, codes, regulations, and ordinances.

Principles and practices of governmental budgeting, accounting and purchasing including preparation, monitoring, transferring, and reporting.

Basic principles and practices of governmental accounting.

Interpersonal skills using tact, patience, and courtesy.

Proper telephone techniques and etiquette.

Modern office practices, procedures, and equipment including personal computers and related software such as word processing and spreadsheet programs.

Record-keeping techniques.

Correct usage of English grammar, spelling, punctuation, and vocabulary.

Oral and written communication skills.

Basic research and analysis methods and techniques.

Supervisory principles and practices.

SKILLED IN:

Effective use of interpersonal skills in a tactful, patient and courteous manner.

Use of oral and written communication skills.

Use of proper telephone etiquette and techniques to properly assist a diverse assortment of inquiries and persons.

Effective use of modern office practices, procedures, and equipment including personal computers and related software such as word processing software and its graphic related functions, and spreadsheet programs.

ABILITY TO:

Perform difficult and complex administrative duties and relieve the Manager of administrative details.

Compose, proofread, and edit reports, business correspondence, special reports and procedure manuals independently.

Effectively provide work directions and apply principles and practices of supervision.

Type at an acceptable rate of speed.

Work confidentially with discretion.

Work independently with little direct supervision.

Analyze situations accurately and adopt an effective course of action.

Make decisions within set parameters and take responsibility of such decisions.

Establish and maintain effective and cooperative working relationships with coworkers, managers, supervisors, employees, and the public.

Plan and organize work to meet schedules and time lines.

Assemble diverse data, analyze data and prepare reports.

Maintain complex inter-related files and records.

Read, interpret, apply, and explain documents such as general business periodicals, professional journals, City policy and procedure manual, or applicable rules, codes, laws, or regulations.

Speak and effectively present information and respond to questions from small groups of managers, customers, the general public and employees.

Add, subtract, multiply, and divide; compute rate, ratio, and percent; and to create and interpret graphs and charts.

Apply common sense understanding to carry out instructions furnished orally, in writing and in schedule form; solve practical problems; and deal with problems involving several variables in situations where only limited standardization exists.

EDUCATION AND EXPERIENCE REQUIRED:

High school diploma, or equivalent, supplemented by two (2) years college level course work or training in business administration, office management, administrative assistance, secretarial training, or a related field and four (4) years of increasingly responsible administrative support experience (including at least two (2) years of experience performing administrative support for an administrator/director; one (1) year of experience in accounting/bookkeeping; and one (1) year of supervision experience); or any combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties listed above.

LICENSES AND OTHER REQUIREMENTS:

* Valid Washington State Driver's license.

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer and related software (Windows 95 and MSOffice 97 Pro Suite), telephone, fax machine, copy machine, calculator, projector, and typewriter.

PHYSICAL DEMANDS:

The physical demands described here 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 functions.

Position Description: Administrative Services Supervisor

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; talk; and hear. The employee frequently is required to reach with hands and arms and type on keyboard for extended periods of time. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception; and the ability to adjust focus.

Page 5 of 5

WORKING CONDITIONS:

SIGNATURES:

Work is performed indoors in a typical office environment, subject to frequent interruptions by inter-office activities, telephone calls, walk-in employees and citizens, etc. May be exposed to individuals who are irate or hostile. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions while retrieving/ delivering supplies/documents. The noise level in the work environment is usually moderate.

Incumbent's Signature	Date	Supervisor's Signature	Date
Approval:			
Department Director/Designee	Date	Employee Services Director	Date

**Note: This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.

Revised 12/01/06