



November 2015
FLSA: EXEMPT

ADMINISTRATIVE SERVICES COORDINATOR

DEFINITION

Under general direction, provides highly complex and responsible administrative support to the General Manager in the areas of Human Resources, Finance, and Administration; acts as the Secretary to the Board of Directors as appropriate; coordinates special projects as assigned; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This is an office administrative class that performs a variety of office administrative, project coordination, and management support work for the District. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of laws and regulations governing personnel administration, and the ability to communicate clearly and effectively.

EXAMPLES OF ESSENTIAL FUNCTIONS

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates the planning, development and implementation of the recruitment and selection process to obtain qualified candidates; develops job announcements and advertisements; reviews and screens job applications; arranges appraisal panels and schedules interviews; and monitors the selection progress and EEO compliance.
- Notifies candidates at all steps of the selection process; requests references to obtain additional candidate information; coordinates employee background checks.
- Answers questions regarding open positions, applications procedures, employment procedures, and basic salary administration practices.
- Conducts orientations for newly hired employees and answers employee questions regarding benefits, open enrollment periods, and other employment related topics; coordinates employee new hire training; notify appropriate departments and divisions of newly hired employee.
- Maintains and stores a variety of records, files, logs, and reports related to departmental operations and activities; establishes and maintains specialized software systems related to technical areas of responsibilities; periodically reviews and purges files in accordance with applicable laws, regulations, and guidelines.
- Explains and interprets departmental policies and procedures to staff, outside agencies, or the public.

- Prepares and updates information in status sheets and personnel database records, including new hires, salary increases, promotions, transfers, and performance evaluation records.
- Coordinates required Federal/State training for staff and employees.
- Interprets and applies District rules, policies, and procedures, Memorandum of Understanding, and local, state, and federal laws.
- Analyzes the effect of new laws or administrative regulations on Human Resources programs and recommends policies and procedures for implementation.
- Assists and/or develops, and revises District policies, procedures, and programs.
- Administers enrollment and/or termination in comprehensive benefits program, health, life, dental, and vision; responds to employee and retiree questions and complaints; interfaces with third-party administrators.
- Process, monitor and coordinate workers compensation claims between employees, supervisor and insurance carrier.
- Participates in various District programs, balance petty cash, accounts payable, accounts receivable, billing, and credit card reconciliation; conducts and prepares special studies and reports.
- Schedules, coordinates, and attends Board meetings, takes minutes and prepares Board of Director documents, postings, notices and agendas, ensuring procedural compliance with regulatory requirements and relevant laws and acts such as the Brown Act; schedules public hearings; files annual reports; ensures conformance of forms, such as Board of Director compensation sheets, with District policies.
- Maintains accurate records of all proceedings of Board and committee meetings, resolutions, agreements, and ordinances of the Board of Directors and committees of the District.
- Follows-up on Board actions, as required; attests, publishes, and posts ordinances and resolutions, executes legal contracts, oversees the recording of documents, and prepares follow-up correspondence.
- Screens calls, visitors, and mail; responds to complaints and requests for information; directs callers to appropriate District staff; assists the public at the front counter and directs the public to appropriate locations/staff; issues plumbing permits; collects fees; represents the District to all callers and visitors in a professional and customer friendly manner.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of databases and reports.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Coordinates travel arrangements and accommodations for personnel; submits all related paperwork.
- Scans documents to server; makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Maintains accurate records of work performed.
- Orders office supplies for administration office.
- Builds and maintains positive working relationships with co-workers, other District employees, and the public.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of human resources in a public agency setting.
- Policies and procedures related to recruitment, selection, classification, and compensation.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Applicable Federal and State laws; District, Department, and Division regulations, codes, policies, and procedures.
- Record keeping principles and procedures.
- Computer applications; Excel; MS Word; Word Perfect; Adobe Acrobat and other data base applications as related to work.
- Business letter writing and report preparation.
- Basic arithmetic and statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Interpret, apply, and explain policies, procedures, and practices of personnel administration.
- Review personnel documents for completeness and accuracy.
- Plan effective recruitment, testing, and selection practices.
- Perform technical human resources support work.
- Maintain benefit program enrollment/termination status of all employees and reconcile employee benefit records.
- Perform technical, administrative, and secretarial support work with accuracy, speed, and general supervision.
- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Learn and understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Prepare clear and concise reports, correspondence, and other written materials.
- Maintain accurate and confidential personnel records.
- Make accurate basic arithmetic, financial, and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain attention to detail and accuracy while meeting critical deadlines.
- Identify and take appropriate action when operating problems occur.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of an Associate's degree in business or related field, and five (5) years of administrative/clerical experience, of which executive level experience is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, an appropriate valid California's driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting, to use standard office equipment, including a computer, and to visit various District 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 using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances.