

ADMINISTRATIVE SUPPORT COORDINATOR

SUPPORT SERVICES

Opening Date: September 23, 2016

Salary Range: \$ 4404-\$5153/month

Closing Date: Open until filled

NATURE OF POSITION

Provide administrative support and coordination for the Support Services Department to assure smooth, timely and efficient office operations. Plan and perform complex administrative office projects, coordination and management of tasks for the department.

SUPERVISION RECEIVED

General direction and oversight is provided by the Deputy City Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Employees of the City of Walla Walla are expected to model and foster the City's core values: **Customer Focus - Excellence – Stewardship - Communication - Leadership - Integrity**
2. Plan, organize and perform complex/technical administrative office coordination; execute office functions, activities and communications with department and City staff as well as with citizens, and outside public and private entities.
3. Communicate with staff at all levels; act as first point of service with citizens, businesses and outside organizations; interact with public in person and by phone; provide procedural information; answer questions for the public regarding relevant processes and procedures.
4. Coordinate the schedules of department personnel; open, categorize, prioritize and distribute mail to appropriate personnel; assure efficient work flow and office operations.
5. Assist in administering and monitoring the Washington Cities Insurance Authority (WCIA) liability insurance program; respond to requests for complaint forms; process forms containing personally identifiable information (PII); notify appropriate departments of claims; coordinate and collect information for claims filing; provide assistance as needed to third party administrators.
6. Support the Legal Department in administering the Court Indigent Defense Fund; coordinate the completion and processing of forms; manage information containing PII in a secure manner; review contract billing and reports related to public defense attorneys and public service defense activities; monitor compliance with City public defense services standards.
7. Coordinate data for Lodging tax reporting; ensure compliance for state reporting statutes; communicate with outside agencies to compile statistics and coordinate RFPs for review and consideration by the Lodging Tax Advisory Committee. Prepare correspondence; take minutes, respond to requests for activity reports and submit required information to the state legislature.
8. Compose, prepare, type, proof and edit a variety of internal and external correspondence, reports, spreadsheets and other materials; monitor and update department website pages. Assist in desktop publishing projects, marketing/outreach, social media management, and website content management.
9. Process requests and complaints; provide procedural and City code information to various citizens and businesses; route individuals to proper resources as appropriate.
10. Conduct a variety of studies involving programs, systems, operations, special needs, issues or activities; research, analyze and prepare recommendations or conclusions on assigned projects; research, analyze and prepare information on a variety of topics for departmental purposes or dissemination to the public through the media, presentations, community meetings and City literature.

11. Set up and monitor systems and procedures for administrative support functions; establish filing procedures and standards; manage and maintain electronic document archiving system; facilitate notarization of documents as required.
12. Provide staff support and administrative assistance to boards and committees; prepare reports, agendas, correspondence and other materials as appropriate and according to decisions and approved actions. Provide back-up coverage or fill-in for Executive Secretary and/or support staff positions as required.
13. Maintain department records, financial records and files pertaining to departmental operations, expenditures, budget balances, payroll and operations; prepare status reports, charts and graphs as requested; assure the proper review, routing, completion and approval of all business documents (e.g. permits, status reports, plans, requisitions).
14. Provide necessary budget support including information and statistics for compiling and justifying budgets; administer budgets; monitor expenditures for budgetary compliance.
15. Process purchasing documents and reports using Eden financial software; research and recommend purchasing decisions to the Director.
16. Schedule and coordinate arrangements for meetings, travel, reservations, facilities, lodging, transportation, purchases, shipping and other details as requested; coordinate the scheduling of office space, conference rooms, conference calls and training; ensure the efficient and timely organization of departmental business logistics.
17. Provide input to department and City management on an assortment of items. Provide staff support and administrative assistance to boards and committees as required; schedule, attend and record meetings and type meeting minutes; prepare reports, agendas, correspondence and other materials as appropriate and according to decisions and approved actions.
18. Serve as the safety coordinator for the department and assure all department employees complete and record the on-line safety training required for their position.

OTHER JOB FUNCTIONS

1. Demonstrate punctual, regular and reliable attendance which is essential for successful job performance.
2. Present a positive, professional image; maintain cooperative and effective working relationships; assure excellent customer service with internal and external customers.
3. Execute assignments, projects and job responsibilities efficiently and within defined timeframes; work independently and effectively with little direction.
4. Demonstrate good judgment and employ critical thinking to execute duties, identify issues, seek solutions and recommend improvements in support of departmental goals.
5. Provide assistance to staff and higher level management; participate in resolving operational or interpersonal concerns; participate in training, meetings, and on committees as assigned.
6. Respect the value of diversity in the workplace and the community.
7. Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Proficient with modern office practices, management techniques and procedures; able to operate standard office equipment such as computers, copiers, scanners; produce advanced word processing documents, presentations and spreadsheets.
- Able to prepare and present information with desktop publishing and website management software used by the City; setup and maintain basic computer databases; spreadsheets and tracking systems.
- Ability to read, interpret, apply and explain codes, rules and regulations, policies and procedures.
- Proficient with contemporary research techniques and resources; data analysis, reporting and presentation methods.

- Proficient with basic mathematical skills to accurately add, subtract, multiply, divide and determine percentages; apply financial and statistical record-keeping techniques.
- Demonstrated financial and statistical record-keeping techniques including basic budget preparation and controls; presentation of statistical and narrative reports.
- Work independently to complete data entry within time and date parameters; set priorities; meet deadlines; exercise independent judgment; determine appropriate action within clearly defined guidelines.
- Work with discretion to assure proper confidentiality practices and procedures are followed.
- Able to maintain records, files and filing systems in accordance with established procedures including alpha and numeric filing systems.
- Demonstrated effective communication skills both orally and in writing including correct English usage, grammar, spelling, punctuation and vocabulary; present ideas and concepts with concise clarity.
- Assure compliance with federal, state and local laws; department rules, regulations and policies. Promote health and safety principles; safe workplace awareness.
- Maintain current knowledge of technological advances of software programs and specialized equipment.
- Ability to use GIS mapping software; understand processing requirements and procedures for public documents and departmental specific forms.
- Keyboard at 60 words net per minute from clear copy.

TOOLS AND EQUIPMENT USED

Operate business and office machines such as a multi-line telephone system, personal computer, terminals, typewriter, copier, scanner, 2-way radio, FAX machine and calculator.

PHYSICAL DEMANDS

Repetitive hand motions to input information; hearing and speaking to exchange information; sitting or standing for extended periods of time; walking over rough or uneven surface; intermittently move, stand, kneel down, stoop, bend at the waist and walk; lift up to 25 lbs.; drive a passenger car or pickup truck.

WORK ENVIRONMENT

Work is performed in an office environment with routine public contact and occasional contact with dissatisfied individuals. Frequent interruptions and lack of private work space may be present. Work environment periodically has associated pressures from stringent workload deadlines and schedules. Occasionally required to visit construction and/or operations sites around the city.

REQUIRED MINIMUM QUALIFICATIONS

Two years of college-level course work in business administration, office management, secretarial training or related field and four years of increasingly responsible secretarial or administrative office support experience, including at least one year in a municipal government environment. Demonstrated experience in social media, marketing and/or outreach. Valid State driver's license.

DESIRED QUALIFICATIONS

BA or BS; Certified Administrative Professional (CAP) credentials; bilingual in Spanish.

APPLICATION AND SELECTION PROCEDURE:

A completed City application and resume are required to apply. Applications may be found on the Human Resources page of the City of Walla Walla website: wallawallawa.gov.

Applicants whose experience most closely meets the requirements of the position will be invited to continue in the selection process which will consist of an oral panel interview, reference inquiries and may include a criminal background check and consumer report. The incumbent will serve a six-month trial service period. Completed application packages can be mailed to:

**CITY OF WALLA WALLA-HR
15 N. Third Avenue
Walla Walla, WA 99362**

Email to hr@wallawallawa.gov or faxed to (509) 524-7935.

REASONABLE ACCOMMODATION: The City of Walla Walla will provide reasonable accommodation to disabled applicants if requested. Please notify the Human Resources office at least 5 days prior to the need.

NOTE: The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.

***EQUAL OPPORTUNITY EMPLOYER / AMERICANS WITH DISABILITIES ACT EMPLOYER
THE CITY OF WALLA WALLA DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, GENDER,
SEXUAL ORIENTATION, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISION OF SERVICES.***

MINORITIES AND WOMEN ARE ENCOURAGED TO APPLY.