

JOB DESCRIPTION

JOB TITLE: Senior Administrative Supervisor

JOB NO: AS070226

JOB FAMILY: Administrative Specialist

FLSA: Exempt

SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To supervise, assign, review, and participate in the work of clerical staff responsible for Community Development activities and operations; to provide professional, effective and efficient public service assistance to the general public; to perform a variety of technical tasks relative to the Community Development Department; and to provide a wide variety of highly responsible and complex administrative support to the Director of Community Development.

SUPERVISION

General supervision is provided by the Director of Community Development. Responsible for supervision of the Permit Technicians and two Secretaries.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. All behaviors comply with the Code of Conduct and Rules of Behavior outlined in Chapter 8 of the General Government Policies and Procedures Manual.
2. Plan, prioritize, assign, supervise, and review the work of clerical staff responsible for providing Community Development services.
3. Participate in the selection of staff training; work with employees to correct deficiencies; implement discipline procedures; oversee the preparation of the department payroll. Provide timely, accurate and thorough Performance Reviews for supervised employees.
4. Participate in the preparation and administration of the Community Development Department annual budget; research and compile budget information including Community Development Block Grant; monitor and participate in controlling department expenditures.
5. Assist in the preparation of the Community Development Department Performance Measurements; set objectives and monitor progress; establish requirements and track information for Performance Measurements.
6. Supervise and participate in providing information to the general public; serve as a liaison for the Community Development Department with other City departments and outside contractors and vendors to coordinate community development activities.
7. Evaluate and achieve proper resolution to a wide variety of issues, complaints, and requests for information, surveys, and inquiries from internal and external sources.
8. Conduct employee orientation for Community Development Department covering the areas of attendance, lunch, breaks, and department specific policies; maintain certifications and license renewal records management system including confidential, training, and pertinent salary information for department personnel.
9. Prepare and maintain a variety of files and filing systems for department; prepare, maintain and update various records; research and verify information; purge files pursuant to State of Texas rules

and regulations established for record retention and public record acts.

10. Compose, prepare, and review a variety of memorandums, correspondence, reports, affidavits, statements, public notices, and documents; complete various forms, research and verify information; prepare and distribute reports for review and use; create and maintain a variety of forms; handle confidential information and prepare Mayor & Council Communications and Agenda information.
11. Provide skilled and responsible confidential administrative support to the Director of Community Development on special projects.
12. Process orders for Maintenance, Repair and Operational items as necessary.
13. Supervise and oversee the maintenance of the Community Development Fixed Asset schedule.

OTHER DUTIES AND RESPONSIBILITIES

1. Must serve as a Notary Public; notarize a variety of documents related to community development activity.
2. Provide administrative support to managerial staff in the completion of their duties and responsibilities.
3. Attend various meetings and report findings to pertinent managerial staff.
4. Assist in review and evaluation of department policies.
5. May apply and interpret City and department policies and procedures within accepted department guidelines.
6. Review and verify reimbursement and expense vouchers.
7. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

Education:

Associates Degree or Certification from an accredited college, university, or vocational school with major course work in business administration, office management or related field. (High School Diploma or GED can be substituted for educational requirement with four years in supervisory position.)

Experience:

Four years of progressively responsible experience in administrative assistance to a department or division head including two years of supervisory experience.

LICENSES AND CERTIFICATES

None.

COMPETENCIES

A supervisor's performance will be evaluated based on five employee competencies and five supervisor competencies.

The five employee competencies are:

1) Job knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic.

The five supervisor competencies are:

1) Leadership & Results Orientation; 2) Coaching, Mentoring and Developing Employees;
3) Communications and Maintaining an Open Mind; 4) Vision & Innovation; and 5) Empathy.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Principles of supervision, training and performance evaluation.

Modern office methods; practices, procedures and computer equipment.

Pertinent federal, state, and local laws, codes and regulations.

Proper public contact and telephone etiquette.

Principles and procedures of record keeping.

English usage, spelling, grammar and punctuation.

Skill in:

Coordinating the organization, staffing, and operational activities for community development.

Operating various types of office equipment including, computers, facsimile machines, photocopiers, and other technical office equipment.

Ability to:

Supervise, organize, train, and evaluate assigned staff.

Interpret and explain Code Compliance policies and procedures.

Tactfully respond to requests and inquiries from the general public.

Prepare clear and concise reports.

Research a variety of information.

Discreetly handle confidential information.

Simultaneously perform a variety of administrative support functions.

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

Flexibly adapt to a variety of work situations and interruptions.

Organize work for appropriate and timely completion.

Communicate clearly and concisely, both orally and in writing.

Work independently in the absence of supervision.

Pass a medical physical examination and drug test.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *reading and writing*
- *communicating with others*

- *operating assigned equipment.*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *sitting for extended periods of time*
- *occasionally bending, stooping, reaching above the shoulder and pushing/pulling objects*

Department Director

Date

Director of Human Resources

Date

DATE ISSUED: July 1999

REVISION DATE: July 2002; January 2004; September 2006