

City of Rapid City Job Description

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| Job Title | Admin I, Admin II, and Administrative Coordinator | | |
| Job Code: | CDAА CCAA CPAA FDAA MOAA PRAA PDAA PWAA SWAA ATAS BSAS CDAS CPDS EGAS FNAS FDAS LRPA MYAS PRAS SWAS STAS WTAS WRAS WRCS AACO FDAC | Job Family: | |
| Pay Grade: | AD02, AD03, AD04 | Date Revised: | 6.24.2021 |
| FLSA Status: | Non-Exempt | | |

General Summary: These positions are responsible for administrative and front-line customer support for internal and external customers, which includes City of Rapid City employees, public officials, and the general public. Work assignments may vary depending on the needs of the Division and/or Department the incumbent supports as well as the incoming phone calls, emails, and walk-up traffic. The Administrative Coordinator has a wide variety of responsibilities and requires the ability to maintain a high degree of sensitivity to confidential matters and be flexible with changing priorities and assignments.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

Admin I:

- Provides front line customer service by answering phones, greeting public visitors, and directing callers and visitors to the appropriate individuals.
- Prepares, posts, and distributes notices, publications, and various types of electronic or hard copy correspondence. May include, but not limited to website maintenance, agendas, records, transcriptions of minutes, policies, procedures, reports, resolutions, ordinances, public service announcements, advertisements, specifications, and statistical data.
- Prepares and maintains electronic and hard files.
- Assists in tracking critical information for the division and/or department. May include, but not limited to vouchers, contracts, permits, invoices, grant agreements, certifications, payments, time sheets and various City programs.
- Utilizes time and task management tools such as databases, software programs, and work flow processes
- Orders equipment and supplies, prepares and processes purchase orders, and arranges for equipment maintenance and repair as necessary.
- May be designated Payroll time-keeper for a work group, division, or department.
- Assists in maintaining calendar of events, coordinating various types of meetings, conferences, or special events. Schedules other appointments as needed by the division and/or department.
- Assists with travel arrangements, runs errands as needed, and attends meetings (possibly outside of normal business hours).
- Assists with any other administrative requests and special projects deemed necessary by the division/department. Serves as backup for other Administrative positions within the Division and/or Department.
- Maintains confidentiality and uses discretion at all times.

Admin II: In addition to duties/responsibilities of an Admin I

- Interacts regularly with division and/or department leadership and their designees to gather information, update procedures, and make recommendations for improvement of services and resolutions to routine problems.
- Coordinates activities performed within the division and/or department, including office management, implementation of procedures, records management, and accounting functions.
- Resolves routine problems, concerns, and complaints expressed by the general public
- Processes personnel paperwork and records such as timekeeping/payroll, employee status reports, complaint/grievance, vacation and overtime records, and/or injury reports.
- Reviews, processes and tracks critical information for the division and/or department. May include, but not limited to vouchers, contracts, permits, billing, invoices, grants, certifications, payments, bonds, remittances, and various City programs.
- May serve as support and staff liaison to committees and or task forces

Administrative Coordinator: In addition to the duties of an Admin I and II:

- Provides high level administrative support to departmental/division leadership including tasks such as analyzing statistical data, analyzing procedures, preparing and evaluating reports, etc.
- Independently oversees administrative activities of the office/work group/division. May include tasks such as overseeing staffing coverage, distribution of assignments, bookkeeping, coordinating monthly accounting processes, etc.
- Resolves more complex problems, concerns, and complaints expressed by the general public.
- Viewed by the division/department as a go-to resource for effective handling of administrative processes and procedures. May be a mentor for other administrative staff.
- Reviews critical information, evaluates trends, and provides reports/updates to department/division leadership. May include, but not limited to employee status reports, complaints/grievances, employment records, vouchers, contracts, permits, invoices, grant agreements, certifications, payments, time sheets.
- Assists in budget preparation and preparation of other fiscal/financial data and records.
- Responsible for handling special projects within the division or department.
- Maintains confidentiality and uses discretion at all times.

Qualifications:

- Administrative Assistant I: High School Diploma or General Education Degree (GED) with a minimum of one year of directly related administrative support experience in a professional office environment.
- Administrative Assistant II: Associates Degree or equivalent from a two-year college or technical school with a minimum of three years of directly related administrative support experience in a professional office environment; OR High School Diploma or General Education Degree (GED) with a minimum of five years of directly related administrative support experience in a professional office environment; OR A combination of education and experience deemed acceptable to the hiring authority
- Administrative Coordinator: Bachelor's Degree from an accredited university or college with a minimum of four years of directly related administrative support experience in a professional office environment; OR a combination of education and experience deemed acceptable to the hiring authority.
- To successfully perform the essential duties and responsibilities, the incumbent must possess:
 - Demonstrated knowledge of general office support procedures
 - The ability to read and interpret documents
 - Demonstrated proficiency with Microsoft® Office products, other general business software, including web-based systems, and any other software/systems deemed critical by the hiring authority
 - The ability to effectively and professionally communicate verbally and in written form

- The ability to perform a wide variety of administrative duties, often changing from one task to another of a different nature without loss of efficiency, attention to detail, or composure.
- Excellent customer service, interpersonal, time management, and organizational skills with the ability to prioritize work and meet deadlines.
- Initiative to successfully execute duties and responsibilities with minimal oversight

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on the work location, while performing the duties of this position, the incumbent may occasionally be exposed to moving mechanical parts, fumes or airborne particles, and/or outside weather conditions. The noise level in the work environment is typically moderate and interruptions are common.

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.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk; hear. The incumbent is frequently required to sit and/or stand and most of the work is completed at an assigned desk station in front of a computer. The incumbent is occasionally required to walk; balance; stoop, kneel, crouch or crawl. The incumbent must regularly lift and/or move up to 10 pounds; frequently lift and/or move up to 25 pounds; and rarely lift and/or move up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.