

# **SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION**

**TITLE: SENIOR ADMINISTRATIVE COORDINATOR**

**DATE: 2/10/14**

**JOB CODE: 31708**

**FLSA STATUS: EXEMPT**

**UNIT REPRESENTATION: CONFIDENTIAL**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

## **DUTIES SUMMARY**

Under general direction, to perform a variety of highly responsible and complex administrative and professional staff work for the Deputy General Manager or two or more divisions requiring the highest degree of initiative, discretion, and independent judgment; manage a variety of divisional confidential issues and information; may directly supervise and monitor the work of office/administrative employees; coordinate activities, programs, and procedures with the representative division(s); collect and analyze information on projects, services, and operational functions; and perform related work as required.

## **DISTINGUISHING CHARACTERISTICS**

The class of Senior Administrative Coordinator is a mid-level professional office management class. Incumbents manage complex division administrative offices in Administration or two or more Department divisions, including managing the work of others, and perform responsible administrative staff work including oversight of division records management, budget development/monitoring, contract administration, preparation and coordination of staff reports, and coordination of complex divisional technical and financial reports and records. Supervision is received from the Deputy General Manager or division head(s) depending on assignment. Supervision may be exercised over office/administrative support staff of the assigned division(s). This class is distinguished from the Administrative Coordinator by the complexity of work, larger scope of authority and responsibility, and the greater degree of responsibility for the work of others.

## **EXAMPLES OF DUTIES**

*The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:*

- Provide courteous and expeditious customer service to the general public and City Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- Organize and carry out a variety of complex and highly responsible administrative support functions; perform and supervise administrative and operational analyses and studies; serve as project manager, scheduling, monitoring, controlling, and reporting on assigned projects;

- Supervise office/administrative support staff in the performance of office procedures; prepare work schedules and establish production standards; analyze and resolve problems arising from work in progress;
- Adjust work assignments, procedures, and priorities to expedite work flow; coordinate activities with other divisions; investigate and take appropriate action on complaints regarding operations and personnel supervised; participate in the training and evaluation of personnel to ensure efficient office operations;
- Attend meetings and may act on behalf of division head, as assigned;
- Coordinate, develop, and monitor division and project budgets; prepare financial analyses and reports; participate in cost accounting and budgetary functions; process and track expenditures; maintain and reconcile petty cash;
- Prepare reports and correspondence on a wide range of subjects requiring research and study; develop policies, work rules, systems, manuals, and procedures related to special assignments and general administration; respond to external surveys and questionnaires;
- Compile, prepare and oversee reports, including those for submission to regulatory agencies including annual water report, consumer confidence report, public health goals, and various other monthly reports as required;
- Develop short and long range space, equipment, and storage requirements; investigate and responds to complaints;
- Coordinate arrangements for meetings, prepare agendas, prepare notices, establish schedules and deadlines, prepare minutes and complete assigned follow-up, make oral presentations to boards and/or commissions;
- Communicate with the public and employees on procedure revisions; communicate with federal, state and county agencies on matters of funding and City compliance with applicable standards;
- Serve as contract administrator preparing and/or coordinating completion of all documents within contract; prepare change orders, task orders, and notice of completion; review invoices for payment; track insurance requirements as necessary; participate in meetings with Engineering staff and/or developers; answer contract questions;
- Prepare leases, amendments, and track rental payments; prepare tax assessments for properties owned by the agency;
- Oversee and monitor permit renewals for the organization with various regulatory agencies;
- Interview applicants and recommend action on appointments; oversee division payroll and personnel activities as required; maintain records of division staff attendance and absences; maintain records of division employee evaluations and certifications; schedule and maintain division training records;
- Coordinate Education Reimbursement Program, Employee Service Awards Program, and other special programs as assigned;
- Oversee the processing of outgoing and incoming mail and responsible for its screening and distribution to appropriate personnel;

- Oversee the preparation of complex construction orders and equipment purchase orders; responsible for preparation of contracts as required;
- Establish and maintain office, regulatory, and other files on programs and projects; establish and maintain complex filing systems; assist in coordinating the retention of records for the Department;
- Assist technical staff and professional staff in development of spreadsheets and statistical summary reports including write-offs, rate study, and treasurer's reports;
- Compose correspondence and answer questions requiring use of judgment based upon a thorough knowledge of the functions and procedures of the assigned division(s);
- Develop and/or format forms, schedules, reports, general correspondence, manuscripts, specifications, charts, contracts, resolutions of the Board of Water Commissioners and Mayor and Common Council, deeds, graphs, and statistics;
- Proofread materials for clerical accuracy, spelling, syntax, grammar and clarity using judgment to make editorial changes; operate word processor and/or CRT to enter and edit a variety of data utilizing numerous programs and formats;
- Keyboard, file, record, compute and maintain confidential and privileged information;
- Devise and maintain complex manual and electronic filing systems;
- Operate a variety of office equipment including, but not limited to, a calculator, facsimile, computer, and scanner;
- Exercise a high level of tact and diplomacy in dealing with the public as well as other divisions of the Department;
- Establish and maintain an effective working relationship with those contacted in the course of work.

## **QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

### **Knowledge of:**

- Principles and practices of administration, particularly as related to contracts management, records management, financial management, and personnel management;
- Modern administrative methods, practices, and procedures;
- Advanced computer operating methods and applicable business software systems;
- Preparation of business correspondence and reports, filing, and standard office equipment operation;
- Correct English usage, spelling, grammar and punctuation;
- Policies, procedures, laws, ordinances, and other regulations governing the division(s) and area(s) of assigned responsibility;
- Principles of supervision, training, and performance evaluation;

- Business mathematics;
- Budget preparation and administration;
- Advanced contract administration components and processes;
- Advanced research methods;
- Advanced record keeping methods;
- Basic public relations techniques;
- Advanced accounting principles and terminology.

**Ability to:**

- Maintain confidentiality of sensitive or privileged information;
- Perform a wide variety of difficult and responsible administrative staff work with minimal direction;
- Make presentations to boards and/or commissions;
- Establish complex electronic and manual filing and record keeping systems; maintain accurate record keeping system;
- Plan, organize, schedule, and supervise the work of specialized office/administrative support employees; set priorities; devise and adapt work procedures to meet changing organizational or specialized needs;
- Deal comprehensively with inquiries or complaints and give clear explanations of procedures and regulations;
- Utilize computers and various software including word processing, databases, and spreadsheets at an advanced level in order to create office/business systems for assigned work functions; create templates, forms, and reports to track and retrieve data;
- Perform skilled and highly complex work utilizing word processing, spreadsheets, and databases at an advanced level;
- Prepare budgets, collect data, conduct studies and write supporting reports;
- Proofread and detect errors in typing, spelling, grammar and punctuation;
- Understand, interpret, and explain a wide variety of laws, ordinances, rules, regulations, and pertinent procedures and apply them quickly and without immediate supervision;
- Compose minutes, letters, memos, and reports requiring a good command of the English language, knowledge of principles of business correspondence and the function of the assigned office;
- Use good judgment in recognizing the scope of authority;

- Communicate effectively orally and in writing;
- Comprehend and understand reporting procedures with regulatory agencies;
- Plan, organize, and complete special assignments, developing procedures, collecting information, developing formats and preparing finished reports;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Work under moderate stress conditions.
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

### **MINIMUM QUALIFICATIONS**

**Education:** Graduation from high school, or equivalent, preferably supplemented by the completion of specialized office, business, and computer coursework;

**Experience:** Five (5) years of advanced-level office/administrative experience to include any combination of the following: administrative duties, finance and/or accounting, contract administration, and records management, of which a minimum of two (2) years included office management and lead or supervisory experience; and ability to demonstrate word processing, database, and/or spreadsheet proficiency at an advanced level and keyboard at a speed of 45 wpm.

### **NECESSARY SPECIAL REQUIREMENTS**

Possession of a valid Class "C" California driver's license may be required depending on assignment. If required, out of state applicants, must provide a valid driver's license and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

### **PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

#### **Job Description:**

Board Approved:

Rev:

8/24/2004

2/18/2014

**Testing Standards:** CS App Review, CS Supp App Review, CS Oral Board  
CSB Approved:

9/14/2004