

Administrative Specialist

Dept/Div: Administration

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate office and skilled administrative support work for all Agency departments and its Board of Commissioners, responds to public inquiries regarding agency programs, and related work as apparent or assigned. Work is performed under the direct supervision of the Administration Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Provide skilled administrative support for all Agency departments and its Board of Commissioners.
- Provide excellent client service, which is responsive, considerate, and confidential while delivering quality public services and service experiences to clients; helps to develop and maintain effective and efficient client service practices.
- Prepare agendas and minutes, publish meeting and public hearing notices, complete mailings, filing, organizing, record retention, and completing other administrative transactions.
- Tracks and maintains records of all service contracts; manages vendor or contractor relationships, maintains and orders office supplies and furniture.
- Utilize office equipment to complete and prepare files and mailings; create forms, form letters, and documents in standard office software and specialized housing software systems; copy, compile, and upload program information and documents.
- Ensures the office is open and closed securely and front desk coverage is maintained at all times during office hours, in accordance with policies and procedures established by the Department Director.

Knowledge, Skills and Abilities

Competencies required:

Thorough skill serving program clients; thorough skill managing work processes; thorough oral and written communication skills; thorough skill with computer and communications equipment; general compliance monitoring and reporting skills; general knowledge of real estate and property management; general skill building strategic relationships; general project management and organizational skills; general skill managing programs; general skill leading other people; some skill managing financial resources; ability to use standard computer equipment; ability to display proficient communication skills; ability to record information, manipulate data and create reports using Microsoft Office, and other software and web-based applications; ability to display project management and organizational skills; ability to display analytical and critical thinking skills and ability to manage multiple projects and programs.

Other knowledge, skills and abilities required:

Thorough knowledge of the operation of standard office equipment and applicable hardware and software; thorough knowledge of business English, spelling and arithmetic; general knowledge of government, housing and economic development programs, policies and compliance requirements; thorough skill composing standard reports, records and files related to agency departments and programs; thorough skill composing standard correspondence; ability to multitask and manage project time; ability to communicate effectively orally and in writing to sometimes aggravated clients; ability to manage spreadsheets with complicated formulas; ability to read and understand advanced county and state policies and procedures; ability to type accurately at a reasonable rate of speed; ability to operate standard office and computer equipment and perform advanced word processing and/or data entry; ability to establish and maintain effective working relationships with associates and the general public, staff, elected officials, outside agencies; ability to maintain the confidentiality of data; ability to create and maintain applicable reports from database systems; ability to operate standard accounting software; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to understand and relate information about the agency to customers; ability to interact with clients; ability to understand and carry out written and oral instructions; ability to establish and maintain effective working relationships with staff, vendors, elected officials, consultants and the general

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public; ability to respect and relate well to people from varied backgrounds, understand diverse worldviews, and be sensitive to group differences; ability to see diversity as an opportunity, and challenge bias and intolerance.

Education and Experience

Associates/Technical degree with coursework in business administration, real estate, housing, or related field and moderate experience handling and processing legal documents, managing an office, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and reaching with hands and arms, frequently requires sitting and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications; work requires preparing and analyzing written or computer data, operating machines, or equipment and observing general surroundings and activities; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Regular in office attendance required

Notary Public to be obtained after hiring

Data security training annually