

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: ADMINISTRATIVE SPECIALIST I
DEPARTMENT: COMMUNITY DEVELOPMENT
REPORTS TO: VARIOUS

JOB CODE: 5105
DATE: 2/08

JOB SUMMARY:

Performs administrative and clerical work of moderate difficulty involving typing, statistical report preparation, and assisting others with inquiries, complaints, and problem resolution. Composes routine correspondence, prepares graphs and charts, and maintains files.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Enters and retrieves technical information from a computer in order to perform research, update records, process transactions, and respond to requests for information.

Answers the telephone and interacts with the public to respond to inquiries, receive complaints, handle class registrations, and resolve problems.

Composes routine correspondence under general direction or on own initiative to expedite the processing and completion of work.

Compiles and verifies information for processing or the prepare financial, budgetary, or statistical reports of a technical nature.

Collects fees; enters and posts to ledger; completes deposit slips.

Processes incoming and outgoing mail.

Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion.

Formats and types letters, reports, charts, and other documents requiring special formatting or containing complex terminology, such as contract and legal documents.

Assists the general public and contractors with the completion of applications and the calculation of fees.

Makes daily or weekly cash deposits.

Prints and mails permits.

Prepares Certificates of Occupancies.

Makes entries to the Health and Licensing Calendar for events.

Mails annual renewal notices.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Multi-line Telephone
Personal Computer and/or Terminal
General Office Equipment
Dictaphone/Voice Processor

Adding Machine
Typewriter
Mailing Machine

Copy Machine
Calculator

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED, and

Two years of progressively responsible clerical or administrative experience, or

Any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

Licenses and Certifications: (depending upon area of assignment)

Valid New Hampshire State Driver's license.

Notary Public

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative policies and procedures related to the area of assignment.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Word processors or computers.

Record keeping, report preparation, filing methods, and records management techniques.

General office practices and procedures.

Basic budgetary principles and practices.

Basic mathematical and statistical computations, such as addition, multiplication, percentages, and ratios.

Skill in:

Communicating effectively with others, orally and in writing.

Typing complex documents containing numeric information or technical terminology at 55 wpm.

Using computers to enter and retrieve information.

Operating general office equipment.

Organizing and compiling information into a logical and sequential format.

Understanding and carrying out complex written and oral instructions.

Mental and Physical Abilities to:

Establish and maintain effective working relationships with others.

Perform duties while sitting at a desk or while intermittently sitting, standing, or walking.

Occasionally lift light and heavy objects.

Working Conditions:

Work is performed in an office.