

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: ADMINISTRATIVE SPECIALIST II
DEPARTMENT: HUMAN SERVICES
REPORTS TO: HUMAN SERVICES DIRECTOR

JOB CODE: 5104
DATE: 2/08

JOB SUMMARY:

Performs administrative and customer service duties in support of department operations.

ESSENTIAL JOB FUNCTIONS:

Serves as initial contact for persons in need of assistance; reviews written requests for assistance; assigns new clients to caseworkers; explains process to applicants and provides necessary documents for completion; assesses walk-in emergencies that may ultimately result in preliminary casework.

Compiles statistics of daily casework activity and provides Human Services Director with monthly reports; performs research and compiles reports.

Creates and maintains eligibility determination forms; restocks forms as needed.

Processes payment vouchers and purchase orders; processes department payroll; orders supplies; pays invoices; interfaces with vendors.

Maintains department petty cash and donation records.

Distributes turkey baskets and toys during holiday season.

Orders food; stocks and maintains pantry.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

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

Typewriter
Calculator

Copier
Adding Machine

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school degree or equivalent and,

Four years of progressively responsible clerical experience, at least one year of which included experience performing administrative clerical work including interaction with high level officials and managers. At least two years municipal experience, or

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

Licenses and Certifications:

None.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative policies and procedures related to department operations.

Human services terminology.

Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.

Word processors or computers.

Techniques of effective time management.

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

Basic budgetary principles and practices.

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

Skill in:

Communicating clearly and effectively with others, orally and in writing.

Dealing courteously and diplomatically with the general public.

Typing complex documents containing numeric information or technical terminology.

Using computers to enter and retrieve information.

Operating general office equipment.

Compiling, composing, and maintaining reports.

Understanding and carrying out complex written and oral instructions.

Mental and Physical Abilities to:

Handle situations in which others may be angry or argumentative.

Establish and maintain effective working relationships with others.

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

Frequently lift light and occasionally heavy objects.

Working Conditions:

Work is performed in an office.

The employee may be exposed to contagious or infectious disease.