

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: ADMINISTRATIVE SUPPORT SPECIALIST - GS
DEPARTMENT: GENERAL SERVICES
REPORTS TO: OFFICE MANAGER

DATE: 01/30/24

JOB SUMMARY:

Works independently performing work of moderate difficulty processing department-wide payroll, and other financial transactions; processes accounts payables and/or receivables; processes and tracks purchase orders; monitors and tracks budget expenditures; balances receipts, reconciles accounts, and prepares routine financial reports. Uses independent discretion and judgment in coordinating the administrative operations of the Department. Handles confidential and/or sensitive information requiring the use of discretion and tact. In addition, serves as principal contact to the general public for all telephone and direct personal inquiries, analyzes and assesses resolution, implements internal work orders as appropriate, and bring forward items not readily addressed through existing Department protocols

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

Customer Service: serves as the first contact for Departmental inquiries; implements internal and external administrative processes; responds to inquiries and assists others in problem resolution; answers the phone; takes messages; helps customers at the counter; opens the mail and forwards it to appropriate divisions.

Payroll: enters, verifies, and manages Department-wide payroll processing; processes annual COLA adjustments; processes annual step increases and annual and sick leave reconciliation, maintains annual and sick balance accruals; processes retroactive or overpayment corrections as needed.

Human Resources: prepares and processes Department-wide evaluations and follow-up across contractual and non-contractual units; maintains Department-wide "acting" spreadsheet, distributes new employment postings, processes all Department Personnel Actions (hiring, terminations, acting, promotions); maintains Departmental employee list, time card preparation, distribution and reconciliation. Coordinates with HR all onboarding of new employees and status changes of existing employees, including key management.

Insurance Claims: Departmental liability, vehicle, and property claim processing, Workers compensation claim management, serves as a guest to the Joint Loss Management Committee

Employee recruitment: Sets up interviews, collects all background paperwork and hiring paperwork, Schedules Pre-employment physicals, processes personnel actions for hires, conducts motor vehicle and background checks for non-fulltime employees, coordinates uniform procurement, coordinates CDL drug-testing protocols with Designated Employer Representative, serve as Department liaison with Human Resources for all HR paperwork.

General Billing: handles billing of Downtown Solid Waste Management District – Calculation and Billing, City Carts, Multifamily MSW and Recycling, School District MSW and Recycling, Solid Waste Commercial Tonnage, Wastewater Leachate, Septage, Arena ice rental, advertising, and all other miscellaneous billing throughout the month for accidents, inter-municipal lab testing, school district salt and sand use. Billing for annual department leases and rental agreements. Prepares annual billing for curbing customers and associated payment processing

Accounts Payable: Weekly accounts payables for General Services recurring payables; mileage reimbursements; Cell Phone Bills; advance mailing services; and payment voucher processing.

Receipt of goods: Enters vendor numbers and prepares and posts invoices; reconciles accounts to appropriate reports

Prepares requisitions, purchase orders, and change orders; verifies purchase orders to requisition and payment vouchers to assure accuracy; contacts vendor if order received is incorrect pricing or item. Receiving of Services for Department-wide purchase orders/invoices

Handles CIP payment processing and reconciliation

Manages miscellaneous scrap recycling payments

Manages Customer Advance Payments

Processes daily mail to include City Hall runs and distributes as appropriate.

Makes journal entries and performs other routine bookkeeping duties. Updates computer data from time sheets, invoices, requisitions, change orders, and journal entries

Maintains recycling bin inventory

Gathers and summarizes financial information to prepare reports and provide information for budget preparation or monitoring. Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion. Maintains specialized funds and billing data every month. Receives orders; verifies for accuracy; maintains accurate inventory of office supplies, printed supplies, etc.

May conduct cash transactions with the public, such as sales, refunds, and fee collections.

In the event of a qualifying absence of the Office Manager, may serve and be compensated in an "Acting" role

Performs other related duties as assigned

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
Multi-line Telephone

Typewriter
Fax

Calculator
Photocopier

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and,

Two to three years of related accounting/clerical experience

Working collaboratively with the general public, or

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Basic mathematical computations, including adding, subtracting, multiplying, and dividing.

Basic bookkeeping procedures.

General office policies and procedures.

Computer software programs including Access, Excel, and Word.

Skill in:

Ability to perform a variety of task simultaneously,

Dealing courteously and diplomatically with the general public,

Ability to defuse confrontational communication

Ability to manage and operate computer software programs

Performing basic mathematical computations, such as adding, subtracting, multiplying, and dividing.

Applying basic bookkeeping procedures to financial operations.

Compiling and organizing information for report preparation.

Communicating effectively, orally and in writing.

Operating various office equipment.

Entering and retrieving information using a computer.

Typing at 30 wpm.

Filing documents in alphabetic or numeric order.

Mental and Physical Abilities to:

Establish and maintain effective working relationships with others.

Understand and carry out written and oral instructions.

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

Occasionally lift light and heavy objects.

Working Conditions:

Work is performed in an office.