

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: ADMINISTRATIVE COORDINATOR  
DEPARTMENT: COMMUNITY DEVELOPMENT & HUMAN RESOURCES  
REPORTS TO: DEPUTY CITY MANAGER FOR DEVELOPMENT**

**DATE: 06/2024**

**JOB SUMMARY:**

Supervises the administrative functions of the Community Development Administration Division Office, and provides administrative assistance to Human Resources Department, City Manager's Office, and others. Position is 40 hours / week, with occasional overtime when required for late afternoon or evening meetings. Position supports Community Development approximately 60% of the week, Human Resources 40% of time. Supports City Manager, Legal Department and others as workload may permit but is the primary back up to the City Manager's Executive Assistant.

**ESSENTIAL JOB FUNCTIONS:**

- 1) Community Development Administration Division:
  - a. Position is often the initial point of contact for the general public seeking information regarding various Community Development programs and initiatives. Answers incoming telephone calls, providing information based on some knowledge of State statutes, local ordinances, and Department rules and regulations, as well as all application protocol, or refers customer to appropriate staff person. Interacts with City staff, elected officials, and the general public in person, by telephone and by e-mail in order to independently provide information, respond to inquiries, receive complaints, and resolve problems.
  - b. Supports administration of the Community Development Block Grant Program to include preparing and submitting the bi-yearly request for proposals to all applicable social services agencies in the City and contacting various directors of this program to discuss the possibility of their requests for grant funds.
  - c. Support administration of the City's Revolving Loan Fund program, interacts with business owners, social services agency directors, child care providers, and low-to-moderate income residents to ascertain their eligibility for the program, assists applicants with the completion of relevant forms and applications, prepares information for the Assistant Community Development Director and the Community Development Advisory Committee (CDAC). Administers Revolving Loan Fund Program by tracking payments and following up on outstanding collections. Prepares mortgages, amortization schedules, promissory notes, and other similar documents. Coordinates review of loan documents with Assistant Community Development Director and City Legal Department prior to execution. Assists with periodic review and updating of loan program rules and application forms.
  - d. Monitors the financial accounting and reporting for the Airport, Capital Improvement Projects (CIP) of assigned staff, grants (including, but not limited to, Community Development Block Grants), tax increment finance districts (TIFs) and the revolving loan fund (RLF). Manages associated operating budgets, as well as accounts payable and accounts receivable for assigned program areas.
  - e. Manages administrative duties related to leases, licenses, and other similar agreements for assigned program areas.
  - f. Assists with planning and implementation of special events, including, but not limited the annual Airport Wings and Wheels Event.
  - g. Monitors important deadlines for assigned staff, makes proper notifications.

- h. Composes and edits correspondence, press releases, reports, presentations, and other similar documents for the DCM, Assistant Community Development Director, and Director of Special Projects and Strategic Initiatives.
- i. Solicits, receives, and edits updates from all Divisions of the Community Development Department for the City Manager's Friday Memo.
- j. Independently reviews and appraises DCM of programs, initiatives, and events pertinent to the effective operations of the Administration Division of the Community Development Department.
- k. Conducts project-related research, prepares reports, spreadsheets, and presentations to present findings for the DCM.
- l. Assists with preparation of grant applications as needed.
- m. Assists assigned staff with grant management and reporting requirements; manages all aspects of financial accounting for grants.
- n. May draft / prepare grant applications and manage projects as assigned.
- o. Serves as administrative staff for the Airport Advisory Committee, Ad-Hoc Committee on Outdoor Dining, Community Development Advisory Committee, Energy and Environment Committee, Tax Increment Finance District Advisory Boards, the Parking Committee, and others as assigned. Assists with preparation of agenda package and posting of meeting notices. Attends meetings and prepares meeting minutes for said committees and boards. Facilitates board and committee appointments by monitoring expiration of terms, contacting nominees, obtaining resumes, and preparing memoranda for the City Council.
- p. Assists with preparation and data entry associated with the annual operating budget for the Administration Division of the Community Development Department, Airport, Revolving Loan Fund, Tax Increment Finance Districts, Parking, and others as assigned. Also, monitors account balances associated therewith throughout the fiscal year to ensure expenditures remain within budget.
- q. Enters and retrieves technical information from a computer in order to perform research, update records, process transactions, or respond to requests for information.
- r. Maintains webpages for the Community Development – Administration Division, Airport, Economic Development, Revolving Loan Fund, Parking, and others assigned. Posts important events to the web calendar, meeting minutes and agendas, photos, and other public information on the City's website. Assists other Community Development Department Divisions with the maintenance of their web pages as needed.
- s. Performs a variety of people-related tasks for the DCM, including coordinating and carrying out recruitment activities for Division head positions and other positions based with the Administration Division of the Community Development Department; schedules interviews, participates on interview panels as applicable; processes payroll; and monitors and reconciles sick and annual leave balances.
- t. Prepares Purchase Orders, procures supplies, and verifies invoices for all goods and services required by the DCM, Assistant Community Development Director, and Director of Special Projects and Strategic Initiatives; assigns account numbers and prepares invoices for payment.
- u. Processes all incoming physical correspondence to the DCM, Assistant Community Development Director, and Director of Special Projects and Strategic Initiatives; routes mail to appropriate personnel.

- v. Assists with travel arrangements and conference registration, prepares travel authorizations and reimbursements for local and long-distance travel for assigned staff. Renews annual memberships in professional organizations for assigned staff.
  - w. Complies and consolidates data and interdepartmental updates for the City's annual report, bond sale prospectus, and the State of New Hampshire's Community Profiles.
  - x. Coordinates the maintenance of Department's filing system, ensuring that materials can be easily located.
- 2) Human Resources Department:
- a. Performs work involving clerical and record keeping procedures; provides administrative support to staff involved in the Employment, Benefits, Leave Management, Training, and Safety functional areas of the Human Resources department.
  - b. Interacts with department representatives and other staff regarding human resources and payroll policies and transactions; serves as resource person on employment, HRIS, and benefits and gives requested information from appropriate human resources policies and procedures in response to department representatives, employees, or official inquiries.
  - c. Assists with the creation, maintenance, and updates history of all city employees in a database as well as maintaining confidential hard copy files with an assurance that files are accurate and compliant with established procedures.
  - d. Processes personnel actions; verifies accuracy and completeness of forms; enters information to the HRIS system.
  - e. Assists with recruitment activities such as posting and removal of postings; schedules for recruitment; prepares and sends advertising; receives and processes applications; compiles and maintains a database of EEO information; prepares manuals used in interviews; prepares registers for Police and Fire Department recruitments. Develops relationships with employment agencies, universities and other recruitment sources.
  - f. Assists with preparation and maintenance of salary and wage schedules and completes wage surveys as requested.
  - g. Prepares and processes department payroll.
  - h. Processes across-the-board and cost-of-living wage increases; updates temporary wage schedule as necessary.
  - i. Tracks due dates for performance evaluations, mid-point of probation and end of probation documentation, and contractual increments; sends reminders to departments on a monthly basis.
  - j. Coordinates monthly employee orientation sessions to include benefit plan education.
  - k. Assists with "remitting agent" responsibilities, such as processing new employee enrollments, life status changes, and terminated or retired employees; aids employees with insurance changes.
  - l. Assists with annual employee benefits enrollment; assists employees with questions; ensures that forms are completed properly.
  - m. Assists with maintaining database of retirees and sending notifications of insurance changes.
  - n. Maintains, tests, and troubleshoots the online recruitment tracking database; trains other department staff on the use of the online recruitment system; assists members of the general public with the online application.

- o. Computes and maintains statistical information; prepares reports, spreadsheets, and graphs pertaining to turnover, age of workforce, and other human resource information.
  - p. Assists in the development and maintenance of the departmental Web site.
  - q. Assists with preparation of federal Equal Employment Opportunity reports.
  - r. Responds to requests for verification of employment.
  - s. Performs other related duties as required
- 3) Other Duties:
- a. Prepares and processes payroll, purchase requisitions, purchase orders, and payment vouchers.
  - b. Assists with travel arrangements and conference registration, prepares travel authorizations and reimbursements for local and long-distance travel for assigned staff. Renews annual memberships in professional organizations for assigned staff.
  - c. Coordinates meetings and events, and maintains electronic appointment calendars for assigned staff as needed.
  - d. Handles confidential and/or sensitive information requiring use of discretion.
  - e. Serves as back-up to the City Manager's Executive Assistant, as well as support staff in the Code, Engineering, and Planning Divisions of the Community Development Department as needed.
  - f. May provide clerical assistance to other City Departments, including City Manager's Office and Legal Department, as workload permits on an as needed basis.
  - g. Provides training to other administrative support staff as needed.
  - h. Performs other duties as required.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer	Fax Machine	Copier
General Office Equipment	Multi-line Telephone	Calculator

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Associate's Degree from an accredited two-year institution in Office Management, Business Management, or a related field; five years of progressively responsible experience, at least one year of which includes interaction with high level officials and managers; or, any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:**

Notary Public (preferred)

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Administrative policies and procedures pertaining to city government. Standard budget preparation and presentation requirements.

General management practices; business letter writing; standard clerical techniques; and the operation of standard office equipment, including a word processor and personal or online computer.

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

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

Standard business arithmetic, including percentages and decimals.

Loans and real estate finance, including mortgages, promissory notes, and amortization schedules.

Applicable laws, rules, and policies related to Human Resources administration.

Administration of staff and activities, either directly or through subordinate supervision.

Computers, including standardized and specialized software programs, e-mail, spreadsheets, word processing, publishing software, database design and usage, familiarity with the Internet, and web page development and maintenance.

**Skill in:**

Communicating effectively with others, orally and in writing.

Using tact, discretion, initiative, and independent judgment within established guidelines.

Interacting with people in a courteous and diplomatic demeanor.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks and to understand, interpret, and communicate complicated policies, procedures, and protocols.

Composing business correspondence.

Accurately proofreading copy with accompanying knowledge of grammar, punctuation, and spelling.

Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.

Preparing clear and concise reports, correspondence, and other written materials.

Organizing, processing, and maintaining information and documents in an orderly fashion.

**Mental and Physical Abilities to:**

Establish and maintain cordial, respectful and effective working relationships with others.

Work under stress of deadlines.

Maintain confidential information.

Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, Etc.

Write reports, correspondence, and procedure manuals.

Add, subtract, multiply, and divide whole numbers, common fractions, decimals and percentages.

Handle situations in which others may be angry or argumentative.

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

Occasionally lift light objects.

**Working Conditions:**

Work is performed in an office.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.