

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

ADMINISTRATIVE SUPPORT II

FLSA STATUS:

NON-EXEMPT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform administrative/secretarial work associated with providing administrative support and processing information/documentation relating to an assigned department/division. Duties and responsibilities include greeting visitors and answering telephone calls, providing customer service, processing invoices and payroll documents, preparing or processing various department documentation, coordinating meetings, maintaining department calendar, conducting research, compiling information and statistics, maintaining records, performing data entry, and performing tasks specific to assigned department/division. Reports to Planning Director and County Engineer.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides secretarial/clerical support for the assigned department; processes a variety of documentation associated with department operations, within designated timeframes and per established procedures.

Acts as liaison with other departments/divisions, state/local agencies, professional individuals/groups, the public, or other individuals/agencies in matters pertaining to department programs or operations; coordinates communications and conveys information among division/department personnel.

Performs reception functions; answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; initiates and returns calls as necessary.

Performs customer service functions; provides information/assistance regarding department services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; responds to routine questions, complaints or requests for service; initiates problem resolution.

Coordinates calendar activities for the department, to include planning/scheduling appointments, meetings, interviews, or other activities; updates calendar on a regular basis; communicates with individuals scheduled for appointments/meetings as appropriate.

May maintain petty cash fund for the division/department; disburses funds for expenditures as appropriate; ensures proper receipts/documentation of expenditures; balances account and requests reimbursements as needed.

Receives moneys in payment of various services, taxes, maps, documents, or other fees; records or posts transactions; issues receipts; prepares bank deposits and forwards as appropriate; assists in balancing revenues, accounts, bank statements, or other records.

Processes work order requests; receives work order requests and routes requests to appropriate person; monitors status of outstanding work; maintains records.

May coordinate travel arrangements, accommodations, conference registrations, or other travel-related plans for department staff.

May plan and coordinate arrangements for meetings of various boards, committees, or other groups/individuals; attends meetings as required; records and transcribes meeting minutes; prepares and distributes meeting notices, agendas,

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Gathers various information, data, reports, and/or files as requested; compiles statistical data relating to department programs or operations and makes applicable calculations; prepares/generates reports for submission to department managers and/or to outside agencies; maintains records.

Monitors inventory of department equipment, forms, or supplies; ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies.

Processes incoming/outgoing mail; sorts, organizes, opens, and/or distributes incoming mail; signs for incoming packages; assembles materials for large mail-outs; prepares outgoing mail for pickup.

Types, drafts, prepares, or completes various forms, reports, correspondence, lists, purchase orders, budget documents, work orders, meeting minutes, legal notices, charts, graphs, or other documents.

Receives various forms, reports, correspondence, invoices, budget documents, inventory records, policies, procedures, maps, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; performs data entry functions by keying data into computer; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, accounting, email, or other programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Maintains file system of department files/records; prepares and sets up files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents.

Conducts research functions as needed.

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or updating department manuals/documentation.

Communicates with supervisor, employees, other departments, vendors, customers, law enforcement personnel, court personnel, inmates, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains confidentiality of departmental documentation and issues.

Must work hours as scheduled.

Completes work at assigned work station as determined by supervisor

Processes applications for building permits; verifies addresses and zoning compliance; determines flood zone data; maintains file of requests.

Provides information for enforcement of subdivision and zoning regulations.

Maintains records pertaining to special exceptions, variances and other documents as required

Receives and processes subdivision plats; prepares and maintains files related to each development, including applicable reports, staff review, Planning Commission review, and construction drawings.

ADDITIONAL FUNCTIONS

Provide customer service to the public via phone or in person, assist with address changes; provide property record data and maps for the public, write receipts for monies collected. Performs courier duties for the Assessor's Office. Maintain a daily log of customers assisted at the counter.

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Performs notarization of documents as needed.

Performs basic cleaning/housekeeping tasks associated with maintaining work area.

Provides assistance or backup coverage to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by three (3) years previous experience and/or training involving secretarial work, office administration, basic bookkeeping, customer service, record management, personal computer operations, and training/experience in area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May require possession and maintenance of valid State of Tennessee Notary Public certification. Must possess and maintain valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Tasks: Interoffice between offices

Surface: Carpet, asphalt, tile, wood floors, concrete, laminate floors

Estimated Total Hours: 1-2 **Maximum Continuous Time:** 12-20 minutes

2. **SITTING**

Estimated Total Hours: 6.5 Maximum Continuous Time: 1.5

3. **LIFTING/CARRYING**

Objects: files, records, supplies

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X				
11-25 lbs		X			
26-50 lbs				X	
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

4. **PUSHING/PULLING**

Objects: file drawers, file carts, doors

Height of hands above floor during push: 3 to 4 feet

Frequency: several times during the day

5. **CLIMBING**

Tasks: stairs to enter office, retrieving files or supplies

Device: step stools

Frequency: several times per day

6. **BENDING/SQUATTING/KNEELING**

Tasks: Filing

Frequency: Daily

7. **REACHING**

Tasks: Daily phone, filing, computer use

Hands Used: RIGHT LEFT **BOTH X**

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	All	Daily	Varies	<2 lbs.
21-36"	all	Daily	Varies	<2 lbs.

8. **WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	<u>99</u> % of time
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Outside	<u> 1 </u> % of time
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9. OTHER JOB DEMANDS

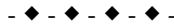
Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

10. LIST TOOLS, EQUIPMENT AND MATERIALS USED

Phone, computer, copier, fax, printer, stapler, scissors, and other office related tools

11. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Often
Grasp	X		Often
Fine Motor i.e: writing, twisting hands or wrist, etc	X		Often



Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Employee's Printed Name

Date