



# ADMINISTRATIVE SPECIALIST

## Job Description

*The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.*

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<b>Class Title:</b>	Administrative Specialist	<b>Effective Date:</b>	August 1, 2023
<b>Working Title:</b>	Event Scheduling Coordinator	<b>Type:</b>	Non-Represented
<b>Department:</b>	Finance	<b>Supervisor:</b>	Event Center Manager
<b>FLSA Status:</b>	Non-Exempt	<b>Supervises:</b>	None

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### CLASSIFICATION SUMMARY

Under the general direction of the Event Center Manager, this position provides professional and courteous customer service by performing varied technical and administrative tasks in the operation of the City's administrative and finance related processes. Serves as the Amphitheater, Parks, and Event Center event scheduling coordinator. Assists the City Manager and department directors in correspondence, activity scheduling and project coordination. Assists finance staff as needed in municipal court, utility billing, and customer service in general. This position is highly visible to customers and must be able to use effective problem-solving skills, especially during conflictive situations.

### SUPERVISION

Not a supervisory position.

### ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

*An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.*

It is the responsibility of every employee to represent the City of Keizer by holding themselves accountable to the City's Customer Service Principles of being Knowledgeable, Friendly, Empathetic, Trustworthy, Communicative and Helpful. Additional responsibilities include assisting other staff in the performance of their duties as assigned, maintaining regular job attendance and adherence to assigned working hours, and operating a motor vehicle safely and legally while on City business.

#### **70% Amphitheater, Parks & Event Center Scheduling**

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Serves as primary point of contact via telephone and e-mail to answer Amphitheater, Parks, and Event Center inquiries.

Relays/advises/distributes event rental policies, requirements, fees, and information.

Schedules tours with potential event clients for Event Center Manager, Parks Divisions Manager, or designee to do so.

Manages bookings/reservations and tracks schedule accordingly, including Amphitheater, Parks, and Event Center calendar initial reservations, schedule adjustments, and cancellations.

Assists client in determining space and additional equipment needs.

Calculates and communicates fees, including required and requested staff and security.

Secures final completed Facility Use Agreement and review for completeness.

Secures facility use fee and deposits, caterer information, alcohol service information, including Oregon Liquor Control Commission (OLCC) information, and layout for all bookings.

Consults with Event Center Manager and/or Assistant City Manager / Finance Director, Parks Division Manager, City Attorney's Office, and City's insurance company on various rental/caterer/agreement/insurance issues and other legal requirements.

Ensures all client and vendor requirements are met. Consults with Event Center Manager and/or Assistant City Manager / Finance Director and Parks Division Manager on any unmet requirements for direction and support as needed.

Collects all final balances and paperwork in accordance with Facility Use Agreement.

Schedules pre-event meetings with client and Event Center Manager.

Reviews Amphitheater, Parks, and Event Center receipts and verify reports to ensure funds are credited/debited from the appropriate account(s).

Provides post-event follow-up, including check requests for refunding deposits and confirming access key cards have been returned.

Coordinates use of other City facilities as directed.

Provides backup to the Event Center Manager by conducting facility tours and other Event Center support duties.

### **30% Administrative Scheduling & Support**

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Provides administrative support to the City Manager, Assistant City Manager / Finance Director, and management staff by performing duties of moderate complexity including scheduling activities such as organizational meetings, trainings, interviews and work-related travel; also provides backup support to the various departments for mass mailings and other administrative tasks.

Composes, types, edits, and proofreads a variety of complex documents including forms, memos, reports, and correspondence for management from rough draft, handwritten copy, verbal instructions, or other material using a computer or typewriter; inputs and retrieves data and text using a computer; and orders training and resource material.

Assists the City Manager and other management staff with special projects as assigned such as citizen surveys.

Orders and maintains inventory of City Hall supplies.

Maintains City Hall office machines.

Checks, routes, and responds to voicemail on main city line.

As a member of the front office support team, receives and routes phone calls to appropriate staff, greets and directs visitors, assists with inquiries and problems courteously and promptly, provides information to callers and visitors and projects the City's professionalism.

Processes outgoing mail as well as opening and distributing incoming mail to all City staff.

Provides backup Utility Billing customer service by responding to and handling incoming telephone and personal inquiries regarding Utility Billing accounts, procedures, and policies and receiving and providing receipts for Utility Billing transactions.

Provides backup Municipal Court customer service; responds to incoming telephone and personal inquiries regarding Court procedures and policies; receives and provides receipts for Court transactions.

Provides Human Resource customer service by responding to inquiries and receiving hand-delivered and mailed recruitment materials. Provides receipts as necessary for payment of recruitment testing fees.

## **PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS**

*The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Physical Demands**

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. The employee must lift and/or move up to 10 pounds and infrequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are necessary to use a computer and various software programs, 10-key calculator, phone, copy, and fax machines, and other related tools and equipment.

**Safety**

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position.

**Working Conditions**

In the performance of the job duties, the employee will perform the majority of this job in an office environment under usual office working conditions. Work is also performed in numerous meeting settings in offices, conference rooms, and public spaces. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions, and background noises. Duties include contact with employees and customers in conflict situations.

**MINIMUM QUALIFICATIONS****Education & Experience**

High school graduate or equivalency, plus three years of full-time experience in a professional/technical position. At least one of the three years of experience must demonstrate considerable knowledge of scheduling meetings/events, policies and procedures, and/or contracts, or any equivalent combination of education and experience which provides the knowledge, skills, and abilities to perform the essential functions and responsibilities of the position. Experience with customer service and computers required. Experience with Microsoft Office, database, and spreadsheet applications is desired.

**Knowledge**

- Intermediate to advanced level knowledge of word processing (including form creation), database, and spreadsheet software.
- City operations, policies, and procedures.
- The City of Keizer and surrounding area.
- Governmental operational practices, procedures, and methods.
- Research and study methodologies.
- Business English, composition, spelling, grammar, and accounting.
- Business telephone etiquette.

**Skill & Ability**

- Greet the public, at times under adverse conditions.
- Perform a variety of technical administrative and clerical functions in an office environment.
- Operate standard office equipment, including calculators, 10-key adding machines, keyboards, copy machines, and fax machines.
- Proficient use of computers, word processing, spreadsheet, and graphics software applications.
- Effective interpersonal and written communication, organization, and analysis.
- Resolve problems and complaints diplomatically and courteously.
- Conduct analysis; interpret and apply information in making decisions and providing information.
- Work independently; prioritize multiple tasks to meet deadlines while maintaining accuracy and attention to detail.
- Prepare complex reports, correspondence, and records.
- Establish and maintain effective working relationships with other employees, representatives of government and community agencies, and the public.
- Perform numerical computations.
- Communicate effectively, both orally and in writing.
- Physical ability to perform the essential functions of the job.
- Must be able to coordinate and handle multiple projects and clients.

**Licenses, Certifications & Other Requirements**

- Bi-lingual skills desired