



JOB DESCRIPTION

Title: **OFFICE ADMINISTRATOR II**
Department: City-Wide
Class Code: 6010
FLSA Status: Non-Exempt
Effective Date: June 1, 2009 (Rev. 04/2022)

GENERAL PURPOSE

Under general supervision of an administrative superior performs intermediate level administrative duties in various departments of the City.

ESSENTIAL DUTIES (*Any one position may not include all of the duties listed, nor do the listed examples include all duties which may be found in positions of this class. Must meet seven of the nine following duties to qualify at this level as determined by the Department Head.*)

- Uses Word, Word Perfect, PowerPoint, Excel and any other software applicable to the organization to create documents and spreadsheets; transcribes reports.
- Takes and receipts money from customers; monitors petty cash; makes minor purchases such as office supplies.
- Provides information to the public; assists public in completing business license forms, GRAMA requests, or other department specific applications; performs routine customer service of a nontechnical nature.
- Identifies potential problems; performs routine research and analysis and offers practical solutions to customer problems involving internal and external departments.
- Often provides opinions on routine matters.
- Often assists in the planning and carrying out of portions of large projects and events, but is rarely responsible for the entire project.
- Answers single or multi-line phones; screens and routes calls and walk-ins to appropriate people. Provides detailed information to inquiring parties; directs complex questions to senior staff.
- Generates reports using various software and provides routine analysis; may chart and graph information upon request; performs record keeping of a complex nature; performs routine and technical duties under minimal supervision; calendars and schedules events; drafts presentations and newsletters for staff review; interprets routine policy to the public; assists in organizing the office; maintains website; searches news for relevant articles; assists in preparing meeting agendas; provides press relations and photos; receives applications for business and temporary businesses; determines which inspections are necessary for approval of licensing; issues license after determining applicant is in compliance with all City, County, and State statutes and ordinances; establishes and maintains business license files as well as a monthly listing for new businesses for distribution to various offices and companies; copies and distributes information such as work schedules, etc.

- Is responsible to be familiar with working level office procedures and departmental functions, to include knowledge of telephone and receptionist processes, software for computer use and for typing, basic math, grammar, and English skills; uses department specific software programs.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- High school graduation and three (3) years office administrative experience.

Supervisory Requirement

- None

Necessary Knowledge, Skills and Abilities

- Working knowledge of general office practices and procedures; working knowledge of the proper use of grammar, punctuation and spelling; working knowledge of the department and the functions it performs.
- Skill in using telephone, computer, fax machine, copier and other general office equipment.
- Ability to use Word, Word Perfect, PowerPoint, Excel or any other software applicable to the organization.
- Ability to prioritize and plan work daily.
- Ability to type data entry quickly and accurately.
- Ability to communicate both verbally and in writing; ability to create effective working relationships with employees and the public and to maintain confidentiality.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing, spreadsheet and database software; phone; copy and fax machine, and other equipment pertaining to this position.

PHYSICAL DEMANDS

The physical demands described here 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.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle, or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to walk.
- The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____