



**TOWN OF GILBERT  
CLASS SPECIFICATION**

**Administrative Support Specialist**

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Administrative Support	B23	Non-Exempt

**CLASS SUMMARY:**

This class is the third level in the Administrative Support series. Incumbents provide administrative support services requiring a broad knowledge of the organization for the top policy makers within the organization. Responsibilities may include: preparing reports; staffing special projects; tracking budgets and expenditures; tracking project timelines and keeping schedules; preparing meeting agendas and taking official meeting minutes; and, coordinating events. Performs advanced office duties; organizes and maintains records; and prepares regulatory and other reports. Based on assignment, some incumbents may serve as a lead worker.

**ESSENTIAL DUTIES:**

*This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.*

**PERCENT OF TIME**

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
Coordinates operational administrative activities and resources for assigned service area or top management position. Receives, researches, gathers information and processes requests and/or responds to inquiries. Assists in conveying and implementing policies and procedures of assigned area.	Daily 20%
Manages calendars and/or dockets. Arranges meetings and location and equipment logistics. Prepares and distributes agendas, correspondence, informational materials and meeting minutes ensuring documents adhere to applicable standards. May make travel arrangements.	Daily 20%
Greets internal and external customers via telephone and in person. Provides customer service by responding to requests, researching and resolving inquiries and issues, and conveying information regarding policies and procedures. Seeks appropriate contact or resource for information as required and provides responses in a timely manner.	Daily 15%
Enters and maintains data in department databases. Researches and locates information, provides status/disposition updates, prepares documents and generates reports that are of a time-sensitive nature and adhere to applicable standards.	Daily 15%

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Based on assignment, may perform the following specialized activities: prepare and process financial administrative documents related to accounts payable, accounts receivable, purchasing, and travel expenses; provide budget tracking and expense reporting; provide interpretation and translation services; maintain necessary forms, supplies and information resources in assigned locations; and/or, other related activities.	Weekly 10%
Performs other duties of a similar nature and level as assigned.	As Required

**TRAINING AND EXPERIENCE:**

Associate’s Degree and three years office of customer service experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**LICENSING/CERTIFICATIONS:**

- May require a valid Arizona Driver’s License

**KNOWLEDGE OF:**

- Organizational governance including structural and informal lines of authority;
- Proper etiquette in handling confidential or sensitive information with discretion;
- Project and resource coordination methods;
- Mathematical principles;
- Data entry and data management;
- Modern office equipment.

**SKILL IN:**

- Utilizing a computer and relevant software applications;
- Email and electronic correspondence
- Interpreting policies and procedures and conveying that information;
- Managing time and shifting priorities;
- Multi-tasking;
- Coordinating administrative projects;
- Using information systems for data storage, research and reporting;
- Maintaining tact and confidentiality necessary to represent top management;
- Providing customer service;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

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**ADA AND OTHER REQUIREMENTS:**

Positions in this class typically require: stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subjected to fumes, odors, dusts, gases, poor ventilation, chemicals, oils, blood and other bodily fluids, inadequate lighting, and work space restrictions.

**WORKING TITLES WITHIN CLASS SPECIFICATION:**

Executive Staff Assistant – B23  
Mayor & Council Assistant – B23

**NOTE:**

*The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.*

**CLASS HISTORY INFORMATION:**

*Draft prepared by Fox Lawson & Associates LLC (BS)  
Date: (10/12)*

*Draft finalized by Gilbert Human Resources (TT)  
Date: (05/13)*