

**TOWN OF GILBERT
CLASS SPECIFICATION**

Management Support Specialist

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Management Support	B23-B24	Non-Exempt

CLASS SUMMARY:

This class is the second level in the Management Support series. Incumbents are responsible for providing specialized services in support of such functions as human resources, budget, and communications. Incumbents, as assigned, may be responsible for overseeing payroll or other technical processing; troubleshooting employee issues; providing technical assistance regarding process, data entry, and regulations communications; providing user and organizational support for specialized audio and visual media; developing specialized reports in support of assigned functional area; and/or, budget management functions. As assigned, incumbents may serve as a lead.

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%
Provides technical and specialized operational and administrative support for assigned area.	Daily 20%
Receives and responds to internal and external customer inquiries and requests. Researches, analyzes, troubleshoots, and provides information and support related to functional area of assignment.	Daily 20%
Coordinates monitors and responds to complex information and record requests. Explains and interprets information related to procedures and regulations.	Daily 15%
Maintains or oversees administrative and records management processes according to regulations and records retention procedures. Prepares documents for imaging or storage, maintains logs, enters and retrieves data.	Daily 15%
Analyzes data, prepares and completes reports, surveys, budget related and/or technical documents. Enters, maintains, or oversees the maintenance of database information systems. Provides review and testing of system or process improvements.	Daily 10%

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Performs other duties of a similar nature and level as assigned.	As Required
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POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to **Clerk's Office** may be responsible for:

- Coordinates the development and production of Council agendas and related packets;
- Coordinates Board and Commission recruitment and selection processes;
- Coordinates Code updates for approved Ordinances; verifies accuracy of Code supplements received; provides information to department staff, elected officials, and the general public on Code requirements; and
- Assists Clerk and Deputy Clerk in election activities.

Positions assigned to **Human Resources** may be responsible for:

- Coordinating recruitment activities, job postings, scheduling and participating on interview panels;
- Providing support of applicant tracking system;
- Coordinating applicant screening and communicating results;
- Processing biweekly and special payroll cycles;
- Reviewing and providing assistance with timekeeping records and system;
- Balancing and processing payroll tax, retirement plan data and other banking data;
- Receiving and applying garnishments and tax levies.

Positions assigned to the **Office of Management and Budget** may be responsible for:

- Preparing budget documents;
- Developing financial models;
- Supporting internal and external stakeholder processes;
- Monitoring contracts and budgets;
- Assisting in the development of the budget and capital improvement plan;
- Coordinating year-end budget projections and budget entry.

TRAINING AND EXPERIENCE:

Associate's Degree and 3 years of experience related to area of assignment; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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LICENSING/CERTIFICATIONS:

Depending on assignment, may require:

- Valid Arizona Driver's License
- Professional Human Resources Certification

KNOWLEDGE OF:

Depending on area of assignment, requires knowledge of:

- Supervisory principles, practices and techniques;
- Applicable Federal, state and local laws, codes, regulations and/or ordinances;
- Basic municipal government operations;
- Records management standards;
- Financial, accounting and/or payroll methods;
- Mathematical concepts;
- Modern office equipment.

SKILL IN:

Depending on area of assignment, requires skill and key competencies in:

- Supervising, monitoring and evaluating staff;
- Interpreting and applying applicable laws, codes, regulations and standards;
- Providing customer service;
- Collaborating in a team environment;
- Exhibiting flexibility;
- Managing time effectively;
- Administering and managing records;
- Handling sensitive and confidential information;
- Utilizing a computer and relevant software applications;
- 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.

ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: fingering, grasping, 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.

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WORKING TITLES WITHIN CLASS SPECIFICATION:

Human Resources Specialist – B23
Management Support Specialist – Town Clerk – B23
Management Support Specialist – Management & Budget – B23
Management Support Specialist – Water Conservation – B23
Payroll Specialist – B23
Senior Payroll Specialist – B24

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)