



**DECEMBER 2021
FLSA: NON-EXEMPT**

ADMINISTRATIVE SERVICES COORDINATOR

HOURLY PAY RANGE: \$20.47 – \$26.94

DEFINITION

Under general direction, provides and oversees a variety of customer service and office support duties for the District which may include word processing, data entry and organization, telephone and counter reception, processing of invoices, record keeping, statistical and technical report preparation, and filing; provides information and assistance to the general public; provides lead oversight to staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Administrative Services Supervisor. Exercises technical direction and provides supervision and training to lower-level, assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey/lead worker level class in the Administrative Assistant series. Positions at this level perform the full range of duties required within the department. The Administrative Coordinator exercises independent judgment and initiative receiving only occasional instruction as new or unusual situations arise. In addition, positions at this level provide lead direction and make work assignments to lower level staff. Positions at this level are distinguished from the Support Services Supervisor in that the latter is a first-line supervisor overseeing the work of administrative support staff.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates, leads, and participates in a variety of administrative and customer service support duties to assist staff, members, visitors, and the general public in District activities.
- Performs a variety of duties associated with customer service including greeting guests, answering phones, responding to questions from guests and the general public, and conducting transactions for payment of membership and other fees; assumes responsibility for the more difficult and complex customer service matters when lower level staff is unable to reach a resolution.
- Performs accounts receivable tasks including receiving monies, calculating monies due and billing.
- Maintains a variety of records and may prepare reports and routine correspondence.
- Provides functional direction to lower-level staff; provides training to new employees or as new duties are assigned; may recommend and implement disciplinary action when necessary; may provide input for performance evaluations of assigned staff.
- Coordinates the department employee work schedule for lower-level staff.
- Makes recommendations for the selection of staff for the area of assignment as well as other personnel decisions including promotions, requests for leave, and disciplinary action.
- Identifies potential problems while reviewing information to develop and evaluate options and implement solutions
- Implements operating policies and procedures for the area of assignment.

- Performs general office duties, including cashiering, answering the telephone, greeting patrons, data entry, copying, and filing; prepares flyers, calendars, and other routine publicity; prepares routine reports of participation and activities.
- Maintains inventory of materials and equipment required for program activities; requisitions materials and equipment as needed.
- Maintains records and processes various forms, applications, or other documents specific to the Community Center.
- Composes correspondence, reports, and other documents as required.
- Assists with the development, implementation, and administration of marketing and community outreach programs for the District.
- Oversees and performs light housekeeping duties in public use areas such as lobby and reception areas by clearing clutter, straightening reading and other materials, and discarding trash to maintain a clean environment for members and guests of the Community Center.
- Establishes and maintains files, and researches and compiles information from such files.
- Provides information and assistance to the public, Community Center members, and staff requiring the understanding of policies, procedures, and rules.
- Education and enforcement of policies and procedures.
- Attends various meetings and training as required or appropriate.
- Completes special projects as assigned.
- Serves as the Support Services Supervisor in his/her absence.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of providing a high level of customer service by effectively and courteously dealing with the public, members, and staff.
- Fundamentals of the development and administration of customer service programs, services, and activities.
- Functions and operational policies and procedures of the area of assignment.
- Pertinent Federal, State, and local laws, codes, regulations, and policies applicable to the area of assignment.
- Basic principles and practices of lead work including directing, assigning, supervising, and prioritizing the work of others.
- Principles and procedures of record-keeping and report preparation including financial record-keeping and reporting methods.
- Principles and practices of public relations techniques.
- Principles, practices, and methods of developing effective marketing and community outreach campaigns.
- Modern office practices and methods including the use of standard office equipment and computer applications related to the area of assignment.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively dealing with individuals of various ages, various socio-economic and ethnic groups, and effectively representing the District in contacts with the public.

Ability to:

- Organize, direct, and lead the work of others.
- Interpret, apply, and explain applicable laws, policies, procedures, and regulations pertinent to the area of assignment.
- Use judgment to make decisions that affect the public as well as staff.
- Create unity through the de-escalation reconciliation of differences when needed.
- Develop and maintain effective and accurate record-keeping systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Deal tactfully and effectively with persons contacted in the course of work, including those of diverse socio-economic and cultural backgrounds.
- Perform required mathematical computations and payment transactions accurately.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of an Associate's degree or equivalent education from an accredited educational institution with major coursework in a related field, preferred or
Equivalent to the completion of the twelfth (12th) grade and two (2) years of experience as a customer service representative, preferably in the human services industry. .

Licenses and Certifications:

- Possession of, or ability to obtain by the time of appointment, a valid California Class C driver's license with a satisfactory driving record.
- Possession of, or ability to obtain within three (3) months of appointment, CPR and First Aid certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work indoors in a recreational and aquatic facility office environment with moderate to high noise levels, controlled temperature conditions, and infrequent direct exposure to hazardous physical substances although there is some exposure to potentially hazardous aquatic chemicals and wet conditions. Some positions may be exposed to dust, unpleasant odors, and fumes. Employees may interact with members of the public or with staff under stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work a varied schedule of hours, which may include early morning, evenings, weekends, and holidays at a variety of District facilities.

Signature of employee

Date