

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Administrative
Job Title Support Center Supervisor
Sch & Grade PAT-6
Class Code FN02
FLSA Status Non-Exempt
Bargain Unit Elig. Not Eligible
Occupational Group Admin Support

PRIMARY PURPOSE:

Organizes and participates in activities of the Administrative Support Center including carrying out responsibilities in the areas of document preparation, article composition, and newsletter production.

SUPERVISION:

Under the general supervision of the Executive Assistant.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Performs interdepartmental and administrative tasks required for proper operation of the Administrative Support Center.
2. Coordinates the work load of the Administrative Support Center including planning, scheduling and prioritizing work and ensures the accuracy of documents through editing and proofreading.
3. Prepares and maintains operational reports including amount of work, accuracy, and individual operation output.
4. Conducts in-house training on automatic equipment used in the Administrative Support Center as well as new techniques and procedures.
5. Promotes the understanding of the Administrative Support Center to all areas served to insure proper use and understanding of the Center's capabilities.
6. Makes decisions regarding the operation of the Center including establishing and maintaining efficient procedures and determining current and future equipment needs.
7. Produces employee and/or departmental newsletters, including gathering information, writing articles, editing presubmitted articles, and completing proper layout and design utilizing desktop publishing equipment.
8. Participates in the performance of word processing functions such as typing documents and transcribing recorded dictation.
9. Prepares articles for local publications on behalf of the city and writes or edits news releases for the Public Information Office.
10. Handles routine administrative details for the Center such as monitoring the use of the City fax machine and submitting required records, ordering supplies and services, maintaining accounts payable transactions, submitting annual budget requests, preparing monthly reports, etc.
11. Regularly provides back-up support to the Executive Secretary and Executive Assistant in the City Manager's Office, performing the full range of job duties, as assigned.

IMPORTANT FUNCTIONS:

1. Performs office administration tasks such as copying, faxing, filing, etc.
2. Attends training programs and workshops for professional development purposes.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Knowledge of computer software applications including word processing software as well as spreadsheet, database, and desk top publishing applications; Portable Dictating Units; modern office practices, accurate grammar and punctuation, standard English usage, and complex terminology and technical terms.

Abilities

Provide direction to and train assigned personnel; efficiently and effectively coordinate the operation of the Administrative Support Center; type approximately 70 words per minute and transcribe at a rate of 60 words per minute; compose articles, letters, reports, etc. from basic outlines, rough drafts, and/or general topics and directions; type varied and complex material; effectively utilize appropriate computer hardware and software as well as other applicable word processing equipment; follow oral and written instructions; communicate effectively both verbally and in writing; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Typically requires four years of responsible administrative office work; word processing training or job experience that includes a demonstrated ability in desktop publishing is preferred.

Physical Requirements

Performs bending and reaching to both ground level and overhead; lifts and carries up to 10 pounds; pushes and pulls up to 25 pounds; holds and grips objects; operates computer hardware such as a keyboard, mouse, scanner, etc.; must be able to hear audio tapes utilized for transcription purposes and read information for long periods of time from either computer screens or typewritten and handwritten copy; may be subject to sitting for long periods of time.

Working Environment

Indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

None required.

Miscellaneous Requirements

None required.

Last Revision:	January 31, 2012	GENERAL ORDINANCE NO. 4440
Comments:	Update Abilities	Date: June 27, 1994

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____