

ADMINISTRATIVE INFORMATION SPECIALIST

SUMMARY/PURPOSE

Under general direction and using independent judgment, the Administrative Information Specialist will establish and perform office support services, to include preparation of complex documents and reports; advise, assist, and train staff who perform office support service, and provide service to the public on complex or specialized matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

- ~~1. Collecting, analyzing, consolidating, and summarizing data from different sources.~~
- ~~2. Preparing, checking, recording and analyzing complex requisitions, forms, reports, notices, bills, payrolls, invoices, vouchers, statements, registrations, permits, records, returns, ballots, applications, legal descriptions and other documents.~~
- ~~1. Independently perform clerical responsibilities including the following: conducting research, performing complex calculations, generating detailed and technical reports and letters, and maintaining departmental processes and procedures with speed, accuracy, and professionalism.~~
- ~~3.2. Assisting in the preparation and monitoring of the department/division operating budget.~~
- ~~4. Creating, reviewing, checking, processing, and distributing reports and documents.~~
- ~~5. Preparing and presenting documentation and forms for use in a court of law.~~
- ~~6. Collecting, analyzing, consolidating, and summarizing information, data and materials for typing.~~
- ~~7. Performing typing of letters, reports, assessments, bills, work orders, minutes, vouchers, requisitions, statements, schedules, forms, affidavits, briefs, warrants, permits, opinions, proceedings, ordinances, contracts, orders, subpoenas, agendas and other documents using typewriters and word processors.~~
- ~~8. Writing complex letters, memos, correspondence and other materials from statutory procedures, standard practice, rough drafts, and oral/written instructions.~~
- ~~9. Independently responding to routine correspondence and processing papers and documents for which standard forms and procedures are available.~~
- ~~10. Reviewing, checking, processing and distributing typed reports.~~
- ~~11.3. Calculating charges, securing payments, issuing receipts, balancing accounts, and depositing money from charges, fees, bills, and deposits.~~
- ~~12. Calculating, balancing, reconciling and posting data to records and accounts.~~
- ~~13.4. Obtaining, recording, distributing and routing mail and correspondence.~~
- ~~14. Establishing and maintaining filing systems including indexes, lists, records, ledgers, rosters, manuals, record libraries and systems where discretion and decision making are involved.~~
- ~~15.5. Requisitioning, storing, distributing and inventorying office supplies and equipment.~~
- ~~16.6. Authorizing expenditures within established limits of authority.~~
- ~~17. Operating and maintaining duplicating, calculating, adding, addressing, voting, computing and word processing equipment.~~
- ~~18.7. Scheduling, arranging, preparing and providing clerical support for meetings and events.~~
- ~~19.8. Maintaining calendars, datebooks, and schedules.~~
- ~~20.9. Assisting in the establishment and modification of current office practices, policies, procedures, and services of the organization, and maintain effective and efficient systems for the division, office, or department. office procedures as required.~~
- ~~21. Determining which accounts are uncollectible and recommending that those accounts be written off.~~
- ~~22. Verifying data for entry including checking source documents for accuracy and completeness.~~
- ~~23. Performing entry, retrieval, and compilation of data from source documents using data entry, micro computer and mainframe computer equipment.~~
- ~~24.10. Operating office equipment, to include copiers, computers, printers, and other modern office equipment as needed.~~
- ~~25.11. Establishing and maintaining computer files and data-bases using available software.~~

- ~~26. Planning, prioritizing and assigning the work of assigned personnel.~~
- ~~27. Providing hiring recommendations and training assigned personnel.~~
- ~~28. Reviewing and evaluating the work of assigned personnel.~~
- ~~29. Answering the telephone, serving as receptionist, attending counter and referring callers to the proper party.~~
- 12. Provide prompt, quality customer service to internal and external customers, and exercise patience, respect, and professionalism in all routine and non-routine interactions.
- ~~30. Interviewing the caller to solicit needed information.~~
- 31-13. Providing information, responding to questions, and interpreting regulations, policies, and procedures.
- 14. Assist others by identifying customer needs, responding to controversial questions or questions of policy, and directing requests to the appropriate individual when necessary.
- ~~32. Acknowledging complaints and problems and resolving them or referring them to appropriate party.~~
- ~~33. Distributing, securing, reviewing, approving, denying and issuing forms, applications, permits, licenses, and registrations within areas.~~
- ~~34. Reviewing records and collecting information concerning delinquent accounts.~~
- ~~35. Corresponding by telephone and/or visit with customers who have delinquent bills and attempting to collect or arrange a payment schedule for the past due bill.~~
- 36-15. Serving legal papers on customers who have delinquent bills.
- ~~37. Providing testimony as the City's agent in court cases involving delinquent accounts.~~
- 16. Be an effective team member by exhibiting self-motivation, support other employees in handling tasks, interact effectively and respectfully with others, show a desire to contribute to the team effort, accept assignments willingly, and complete tasks with agreed upon time-lines.
- 17. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.
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1. Education and Experience Requirements
 - A. Certification by the City's Joint Apprenticeship and Training Committee (JATC) upon completion of the Information Technician Training Program; -OR
 - B. Five (5) years of related professional office support experience assisting the public to include the resolution of problems or concerns as a primary responsibility.
2. Knowledge Requirements
 - A. Advanced knowledge of computer systems, job required software applications, the internet, and modern office equipment.
 - ~~A. Knowledge of modern office methods, procedures and equipment.~~
 - ~~B. Knowledge of alphabetizing, indexing and filing systems.~~
 - ~~C. Knowledge of mathematics.~~
 - D. Knowledge of English to include spelling, grammar, sentence construction, and punctuation.
 - ~~E. Knowledge of business letter writing and forms.~~
 - ~~C. Knowledge of general office budgeting and bookkeeping terminology, practices and procedures.~~
 - G. Knowledge of accepted, effective supervisory and office management practices.
 - ~~H. Knowledge of credit and collection work.~~
3. Skill Requirements

- A. Skill in typing at a rate of at least ~~45~~ 60-net WPM.
- B. Skill in making accurate computations.
- C. Skill in comparing and proofreading names, numbers, and other data accurately and rapidly.
- D. Skill in counting money, making change, and issuing receipts.
- ~~E. Skill in using machine transcription equipment.~~
- ~~F. If required, skill to take dictation at a rate of 80 words per minute.~~
- ~~G-E.~~ Skill in operating modern office equipment ~~word processing~~, data entry, computing, duplicating, calculating, and adding ~~and other office equipment~~.
- ~~H-F.~~ Skill in composing business correspondence using independent judgment.
- ~~I-G.~~ Skill in establishing, organizing, maintaining, and updating manual and electronic files and records.
- ~~J.~~ Skill in interviewing customers to make arrangements for payment of past due bills.

4. Ability Requirements

- A. Ability to interpret questions, provide satisfactory explanations, and resolve complaints.
- ~~B. Ability to write legibly.~~
- ~~C-B.~~ Ability to understand and execute complex policies/procedures and oral/written instructions.
- ~~D-C.~~ Ability to work independently and exercise discretion in absence of specific instructions or supervision.
- ~~E. Ability to organize, priorities, assign and review work.~~
- ~~F. Ability to learn and explain a wide variety of technical procedures and policies.~~
- ~~D.~~ Ability to train personnel in office duties.
- ~~E.~~ Ability to complete the training program as approved by the Joint Apprenticeship Training Committee (JATC).
- ~~G-F.~~ Ability to obtain job-related certifications if required by the employer.
- ~~G.~~ Ability to create and maintain a positive environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships. ~~Ability to establish and maintain effective working relationships with supervisors, co-workers, subordinates, and the public~~

5. Physical Ability Requirements

- ~~Ability to perform light work (defined as lifting a maximum of 20 pounds maximum with frequent~~
- ~~H. lifting and/or carrying of objects weighing up to 10 pounds).~~
- ~~A.~~
- ~~I. Ability to attend work on a regular basis.~~
- ~~B.~~
- ~~Ability to transport oneself to, from, and around sites of projects, tests, and other~~
- ~~J-C.~~ ~~assignments.~~
- ~~K.~~ Ability to sit, stand, walk, push, pull, stoop, reach, finger, and handle.
- ~~L.~~ Ability to obtain a Minnesota Class "D" Driver's License or privilege if required by the employer.
- ~~M.~~ Ability to complete the training program as approved by the Joint Apprenticeship Training Committee (JATC).
- ~~N.~~ Ability to perform LIGHT WORK (defined as lifting 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds).
- ~~O.~~ Ability to obtain job-related certifications if required by the employer.

HR: MS	Union: Basic	EEOC: Office/Clerical	CSB: 01/16/2013	Class No: 1818
WC: 8810	Pay: 90% to 100% of 129E	EEOF: Varies	CC: 01/28/2013	Resolution: 13-0034R