

ADMINISTRATIVE SERVICES OFFICER

DEFINITION

The Administrative Services Officer reports to the Executive Director and is responsible for the administrative functions of the Association. Assists in the development of the Overall Work Program (OWP); including budgeting, auditing, and quarterly reporting; coordinates assigned activities with other staff and outside agencies; provides highly responsible and complex staff assistance and administrative support to the Executive Director; assists the public and partnering agencies by providing information or directing information requests to appropriate staff; and performs related work as required. Serves as Secretary to the Board of Directors and other committees; prepares, maintains, and processes accounts payable, accounts receivable, and payroll related records and transactions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Fiscal and Administrative Officer and the Executive Director.

CLASS CHARACTERISTICS

This is an experienced-level class that performs a variety of office and administrative support work for the Association. Responsibilities include performing specialized, confidential, and technical office support duties to ensure efficient service provision of the Association. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of Association programs, projects, and activities. The work requires the interpretation and application of policies, procedures, and regulations and involves contact with the public, as well as performing various research and budgetary support functions. Responsibilities include financial reporting, budget administration, processing accounts payables and receivables, reconciliation of various checking accounts, assisting in quarterly progress reporting, and contract administration.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights 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.

- Relieves the Executive Director of a variety of office and administrative details by assisting with duties of varied, complex, and sensitive nature; organizes and carries out administrative assignments, including researching, compiling, and organizing information and data from various sources on specialized topics related to Association programs and activities; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Coordinates the office administrative functions of the Association and ensures they are effectively carried out; attends to a variety of office administrative details, such as keeping informed of Association activities, updating the website; maintaining the library, purchasing supplies, and arranging for purchase and maintenance of office equipment.
- Screens calls, visitors, and incoming mail; provides information or refers information requests to the appropriate staff; interprets and applies regulations, policies, procedures, and precedents according to existing guidelines; coordinates or resolves problems of a moderate nature when appropriate.
- Acts as Secretary to the Board of Directors; prepares meeting agendas and gathers background information for agenda items; assembles and distributes agenda packets, meeting records, and all

enclosures for mailings; attends meetings and takes minutes; may transcribe minutes; distributes documents resulting from Board action; prepares, publishes, distributes, and posts legal and informational notices on behalf of the Association.

- Maintains and implements the Association's records management program; reviews and ensures legal compliance with retention schedules for Association records; ensures compliance with the Public Records Act, the Freedom of Information Act, and the Brown Act; reviews and monitors legal requests for records.
- Acts as Secretary to various Association committees, including Technical Advisory Committee (TAC), Social Service Technical Advisory Committee (SSTAC), and other committees; coordinates and schedules meetings if necessary; prepares meeting agendas and gathers background information for agenda items; assembles and distributes agenda packets, meeting records, and all enclosures for mailings; attends meetings and takes minutes; may transcribe minutes; prepares, publishes, distributes, and posts legal and informational notices on behalf of the Association.
- Plans, organizes, and provides professional and technical assistance in the Association's financial, auditing, and accounting programs; monitors expenditures, revenues, and budget allocations to determine the Association's financial status and assists in coordination of annual audits.
- Keeps track of payroll records and submits timesheet information for payroll.
- Participates in the development of the annual budget, including researching previous year's expenditures and developing spreadsheets to track past, current, and projected budgets.
- Participates in administering human resources program, including classification and compensation, recruitment and selection, benefits administration, and the development of policies and procedures.
- Develops, composes, types, edits, and proofreads a variety of complex documents for the Executive Director and staff.
- Participates in providing administrative and financial programmatic support for various transportation programs including overseeing fund agreements, quarterly reimbursement requests, and certification of expenditures, developing project budgets, monitoring cost containment and grant fund disbursement, contract administration, and assisting in fiscal and compliance audits.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies Association and program policies and procedures in determining completeness of applications, records, and files.
- Designs and implements file, index, tracking, and record-keeping systems.
- Maintains calendars and makes meeting arrangements; schedules meetings between Association staff, Board members, and other groups or organizations; arranges for necessary set-up and materials to be available at meetings; may coordinate travel arrangements and accommodations.
- Assists with or administers assigned Association projects and/or programs; provides assistance to staff in various research-related projects.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Principles, practices, and procedures related to public agency record keeping, including legal requirements for recording, retention, storage, and disclosure.
- Organization and function of public agencies, including the role of an elected and appointed boards and commissions and following the Brown Act.

- Terminology and practices of financial and accounting document processing and record keeping, including accounts payable and accounts receivable.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Association in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and with the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Association staff.

Ability to:

- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Perform detailed accounting and financial office support work accurately and in a timely manner.
- Understand the organization and operation of the Association and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Compose correspondence and reports independently or from brief instructions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious 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 graduation from an accredited four-year college or university with major coursework in accounting, finance, business or public administration, or a closely related field and three (3) years of responsible professional accounting experience, including the maintenance of financial, budget, fiscal, and related statistical records.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; and to attend meetings and to visit various sites; 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 in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer 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 in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Employee Signature

Date

Executive Director Signature

Date