

CITY OF CHATTANOOGA

Classification Specification Title: Administrative Support Coordinator

Department: Public Library, Executive Branch, Police

Pay Grade: GS.07

Supervision Received From: Chief Administrative Officer

FLSA Status: Nonexempt

Supervisory Responsibility: None

Established: 12/28/21

Revision Dates: 3/28/25;

3/5/25; 8/27/24; 4/05/24;

10/20/23; 12/01/22

CLASSIFICATION SUMMARY:

Responsibility for technical and/or administrative support for a department or senior staff. Assists department/office staff on special projects. Responsible for monitoring the workflow through office processes. Typical duties might include supervising records management activities; developing and implementing office policies/processes; assigning, monitoring and evaluating work of any lower level administrative staff; resolving problems; preparing reports and other program information; and performing administrative assistance of unit staff. Requires extensive knowledge of the department, City and their systems. Work requires minimal supervision.

SERIES LEVEL:

The Administrative Support Coordinator is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

May manage and disseminate schedules for City involved activities.

Participates in performing various routine clerical duties utilizing standard office equipment to include screening incoming calls; taking and transmitting messages; maintaining calendars; keyboarding information into databases; making photocopies; performing data entry; faxing documents; typing requisitioning supplies and word processing.

Responds to requests for information from the general public; answers routine questions; directs callers to appropriate internal departments and/or external organizations.

Oversees the organization and maintenance of files; files documents alphabetically, numerically or by other prescribed methods.

Processes, receives, sorts and distributes a variety of correspondence, notices, reservations, invoices, work orders, reports service request, and/or other applicable items.

Monitors the processing and completion of service requests.

Composes a variety of routine and/or specialized correspondence, reports, documents, brochures, posters, contracts, easements, applications, forms, memos, and/or other applicable materials, verifies and edits grammatical composition.

Prepares drafts of a variety of reports that summarize operational activities.

Organizes and maintains files, including creating and maintaining files, potentially containing confidential information.

Maintains a variety of contact lists, resource lists, logs, calendars, deadline dates, meeting dates, and/or other related items.

Monitors and restocks office supplies and materials; initiates the replenishment of applicable inventory and supplies; follows up on orders and deliveries.

Coordinates administrative support activities such as tracking work and change orders, reporting office maintenance issues. Manages files and drafts preparation of presentation materials. Works on correspondence & other document management/production.

Ordering office supplies & office work order placement and follow-up calendar and meeting management.

May assist in grant filing and fiscal management.

Support work of coordination with partners and allies. Support management of invoicing and purchasing.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

When working in the Public Library

Receiving and processing revenue and purchased items, including Library materials; copy cataloging review and correction,

Resolving issues of damaged, deleted, and surplus items and materials.

Manage records and items, including Library materials.

Participating in working groups to support patron services.

Provide expertise in the administrative background processes necessary to conduct all Library activities.

Identify and pursue any suitable activities to serve patrons, improve service to patrons, and generally further the interest of the Chattanooga Public Library.

MINIMUM QUALIFICATIONS:

Associate Degree and at least (2) two years increasingly responsible administrative support experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Knowledge of advanced computer use skills; interpersonal communication; customer service principles; English language, grammar and punctuation; modern office procedures, methods and equipment; meeting and/or special event scheduling techniques; basic report preparation techniques; record keeping principles; keyboarding techniques and filing principles and practices. Skilled in critical thinking; using computers and related software applications; providing customer service; filing; composing a variety of business correspondence; scheduling and coordinating special events and meetings; keyboarding; using modern office equipment; processing financial documents; preparing and proofreading a variety of routine reports and/or documents; maintaining confidentiality; maintaining records and files and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require standing, walking, fingering, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Public Library

Medium Work: Exerting up to 45 pounds of force occasionally, and/or up-to 20 pounds of force frequently-or constantly.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: Y (Public Library)

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified

individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.