

CITY OF ARCADIA
OFFICE COORDINATOR

DEFINITION

Under direction, to perform a variety of highly responsible, complex, and specialized administrative, technical, and secretarial functions in support of a Department Director and management staff; to provide administrative assistance in assembling, compiling, and summarizing information for departmental reports and projects; and to process professional services agreements, contracts and capital improvement projects for a department.

DISTINGUISHING CHARACTERISTICS

An Office Coordinator is the final, lead class in the administrative support series. Positions at this level are distinguished from the Senior Administrative Assistant in that incumbents are considered paraprofessionals who perform more technical and specialized duties as assigned, using independent judgment and personal initiative, and manage the workflow of the administrative functions within the department. While positions in the administrative class series are flexibly staffed, the ability to flex staff to the Office Coordinator position is limited to only one position filled within a department at any time. Positions at the Office Coordinator level may be filled by advancement from the Senior Administrative Assistant level with five years of responsible administrative, clerical, office management, or related experience, and meet the flexible staffing procedures in the Personnel Rules & Regulations. When filled from the outside, the incumbent is required to have prior related experience, which allows the employee to meet the qualification standards at this level.

SUPERVISION EXERCISED

May exercise technical and functional supervision over clerical support staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Respond to inquiries and complaints from the general public; interpret regulations, policies, and procedures; process applications.

Supervise, organize, and manage all office activities; provide recommendations for changes in programs, policy or procedures and to improve efficiency and cost effectiveness of operations.

Act as liaison between Department Director, administrative staff, city officials, department and city administrative personnel, visitors, and the public.

Oversee department payroll, outgoing correspondence, bid documents, may be involved in the process for specialized permits and applications.

Act as liaison between contractors, insurance companies and the City for the execution of contracts and agreements for the department.

Prepare, coordinate, and process agenda reports, ordinances, resolutions, and professional services agreement contracts.

Prepare and coordinate requests for proposals, requests for qualifications, contracts, and capital improvement project contracts for the department.

May attend department assigned Commission meetings; prepare minutes, notes, and other official and/or department documents.

Supervise, train, and evaluate clerical staff; evaluate practices and processes to make recommendations to improve efficiencies of customer interface; facilitate the resolution of problems encountered by residents, customers, and business owners

Relieve Department Director of a variety of administrative details; independently respond to routine letters and general correspondence; compose and prepare letters, memoranda, and reports pertaining to standard policies; prepare employee injury reports and personnel action forms.

Research, compile and analyze data for assigned special projects and reports.

Recommend organizational or procedural changes, improvements in workflow, and use of equipment and forms.

Assist in the preparation and monitoring of assigned budgets including compiling annual budget requests, recommending expenditure requests for designated accounts, and monitoring approved budget accounts; review the financial condition of assigned programs and recommend and initiate corrective action to ensure financial integrity.

Serve as a primary resource and information source regarding department and program policies, procedures, objectives, and operational functions; receive and interview office visitors and telephone callers; answer questions and provide information where judgment, knowledge, and interpretation skills are utilized, especially in the proper handling of confidential information or files; resolve complaints; refer inquiry calls to appropriate source as necessary.

Collect, compile, and analyze information from various sources on a variety of specialized topics related to programs in assigned area; write reports which present and interpret data, identify alternatives and make and justify recommendations.

Serve as the primary contact point for Public Records Requests by coordinating, collecting and compiling required documents to be submitted to City Attorney and/or City Clerk's Office; organize the flow of communication through the assigned office with City staff, news media, the general public, businesses, and other agencies.

Assist and coordinate a variety of department and program operations; maintain control files on matters in progress and expedite their completion; serve on committees as assigned.

Initiate and maintain a variety of files and records for information related to the department and programs including financial, budget, personnel, operational and administrative records; maintain and update resource materials.

Operate modern office machines and equipment including word processors, typewriters, printers, copiers, calculators, and FAX machines; routinely use a full range of word processing and spreadsheet computer software applications.

Order, receive, inventory, store, and distribute supplies, forms, and related items; prepare purchase orders; contact vendors and suppliers as needed; maintain related records.

Attend and participate in staff meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Office management principles.

Principles and practices of accounting, bookkeeping, budget development and administration.

Principles and practices of fiscal, statistical, and administrative data collection and report preparation.

Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Modern office procedures, methods, and equipment including computer equipment and applicable software programs.

English usage, spelling, vocabulary, grammar, and punctuation.

Principles and practices of business letter writing.

Principles and procedures of record keeping methods.

Principles and techniques used in dealing with the public.

Word processing methods, techniques, and programs including spreadsheet and data base applications.

Practices used in minute taking and preparation.

Mathematical principles.

Personnel rules and regulations.

Municipal purchasing regulations, professional services retention guidelines, and standard specifications for construction contracts.

Principles of supervision, training, and performance evaluations.

Principles and practices of modern administrative support.

Operations and functions of municipal government.

Skill to:

Operate modern office equipment including computer equipment.

Operate a motor vehicle safely.

Transcribe recorded minutes.

Ability to:

Learn, interpret, and apply pertinent Federal, State, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Research, compile, analyze, interpret and prepare a variety of fiscal, statistical and administrative reports.

Compile, tabulate, and analyze data and information and prepare summaries and reports; make sound recommendations.

Independently interpret a variety of complex policies and procedures.

Develop operating procedures to implement programs and policies.

Read, understand, apply, and explain technical policies and procedural requirements.

Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.

Work under limited supervision within a broad framework of standard policies and procedures.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Respond to questions from the public and City personnel regarding policies and procedures for the assigned area.

Work cooperatively with other departments, divisions, City officials, contractors, outside agencies, and the public.

Analyze situations carefully and adopt effective courses of action.

Maintain confidential data and information.

Independently prepare correspondence, memoranda, and minutes of meetings.

Perform mathematical computations quickly and accurately.

Plan and organize work to meet schedules and timelines.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Prepare and maintain accurate records.

Read, interpret, and apply a wide variety of technical information from manuals, specifications, activity logs, guidelines, and municipal and state codes.

Minimum Qualifications:

Experience:

5 years of increasingly responsible related office experience. Some supervisory experience is desirable.

Training:

Equivalent to the completion of the twelfth grade supplemented by course work in accounting, management, business administration, public administration, office practices, or a related field.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment; ability to travel to different sites and locations.

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