

CLASS TITLE: ADMINISTRATIVE SUPPORT SPECIALIST

PURPOSE OF THE CLASSIFICATION: Under supervision is responsible for performing responsible administrative duties utilizing high level customer service skills, requiring a high-level understanding of the department and its needs, and requiring an in-depth knowledge of the organization as a whole, its customers, and its overall goals; and performs other related assigned duties.

ESSENTIAL TASKS:

- Responds quickly and professionally to both routine and complex citizen requests, difficult inquiries and complaints utilizing various communication methods
- Assists with training development, in some positions
- Assists with the creation of a methodology for accurate documentation and transfer of knowledge
- Assists with general clerical and administrative tasks
- Performs comprehensive reviews of work performance in the department utilizing various research methods and prepares reports on findings for management
- Provides assistance to the division manager
- Performs analysis and prepares comprehensive reports for both internal and external customers
- Assist with the identification of issues and makes recommendations to management on enhancements to departmental productivity
- Actively researches and identifies patterns and trends in training that will improve customer service and responsiveness
- Provides training to staff based upon research, trends, and best practices
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Education Development Certificate (GED) and four (4) years of increasingly responsible office or administrative experience, including one (1) year experience working in a customer service environment and one (1) year experience handling confidential or complex information; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Employee will be eligible for a one step increase upon completion of thirty (30) accredited college hours and six (6) months in the position.

Knowledge, Abilities and Skills: Considerable knowledge of the principles, practices, and techniques of customer service; considerable knowledge and skill in applying the rules of grammar, spelling, and punctuation; good knowledge of laws, ordinances, regulations, and policies governing the City of Tulsa; good knowledge of office practices and procedures. Ability to perform research and present findings, both verbally and in writing; ability to create advanced spreadsheets; ability to establish and maintain relationships with internal and external partners by communicating business knowledge and operational concerns through cross-functional networking and knowledge sharing; ability to train others on complex software systems; ability to exercise good judgment; ability to respond quickly and flexibly to rapidly changing customer needs. Skill in both verbal and written communication.

Physical Requirement: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting, carrying, pushing, and pulling up to 10 pounds; may be subject to walking, reaching, sitting, standing, balancing, kneeling, bending, handling, feeling, climbing, smelling, and twisting; vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 6561

EEO Code: N-03
Pay Code: AT-23

Group: Clerical and Administrative
Series: General Administrative

Effective date: December 15, 2021