

# RUTHERFORD COUNTY, TENNESSEE

## CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE:**

**ADMINISTRATIVE SUPPORT I**

**FLSA STATUS:**

**NON-EXEMPT**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform administrative/secretarial work associated with providing administrative support and processing information/documentation relating to an assigned department/division. Duties and responsibilities include greeting visitors and answering telephone calls, providing customer service, preparing or processing various department documentation, coordinating meetings, conducting research, maintaining records, performing data entry, and performing tasks specific to assigned department/division. Supervisory relationships are reported in the "assignment to" sections.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Provides secretarial/clerical support for the assigned department; processes a variety of documentation associated with department operations, within designated timeframes and per established procedures.

Acts as liaison with other departments/divisions, state/local agencies, professional individuals/groups, the public or other individuals/agencies in matters pertaining to department programs or operations; coordinates communications and conveys information among division/department personnel.

Performs reception functions; answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; initiates and returns calls as necessary.

Performs customer service functions; provides information/assistance regarding department services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; responds to routine questions, complaints or requests for service; initiates problem resolution.

Plans and coordinates arrangements for meetings of various boards, committees, or other groups/individuals; attends meetings as required; records and transcribes meeting minutes; prepares and distributes meeting notices, agendas, minutes, packets or other meeting materials; maintains records; coordinates scheduling and setup of meeting rooms for various meetings/activities.

Gathers various information, data, reports, and/or files as requested; compiles statistical data relating to department programs or operations and makes applicable calculations; prepares/generates reports for submission to department managers and/or to outside agencies; maintains records.

Monitors inventory of department equipment, forms, or supplies; ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies.

Processes incoming/outgoing mail; sorts, organizes, opens, and/or distributes incoming mail; signs for incoming packages; assembles materials for large mail-outs; prepares outgoing mail for pickup.

Types, drafts, prepares, or completes various forms, reports, correspondence, lists, purchase orders, work orders, meeting minutes, legal notices, charts, graphs, or other documents.

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Receives various forms, reports, correspondence, invoices, timesheets, inventory records, policies, procedures, maps, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; performs data entry functions by keying data into computer; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, email, or other programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Maintains file system of department files/records; prepares and sets up files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents.

Conducts research functions as needed.

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or updating department manuals/documentation.

Communicates with supervisor, employees, other departments, vendors, customers, law enforcement personnel, court personnel, inmates, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains confidentiality of departmental documentation and issues.

### Assignment to Agricultural Extension may involve the following additional functions:

Report to Rutherford County Extension Director.

Assist with soil samples.

Processes travel for agent and program assistants.

Maintain database for calculating TNCEP volunteer hours, mailing lists, etc.

Prepare deposits, balance checkbook and process monies for services and fees.

Coordinate calendar of activities and scheduling testing.

Process payroll documentation and other human resources related functions.

### Assignment to Building Codes Department may involve the following additional functions:

Reports to Zoning Director.

Issues building permits; reviews documentation pertaining to permit preparation, such as property surveys and site plans; calculates appropriate permit costs; maintains records and forwards permits as appropriate.

Processes work order requests and routes requests to appropriate person; monitors status of outstanding work; maintains records.

Performs zoning enforcement inspections as needed.

Reviews issuance of Conditional Use Permits for required approvals or inspections as needed.

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Processes and releases state electrical permits as needed.

### Assignment to Circuit Court Clerk may involve the following additional functions:

Reports to Collections Specialist

Receives payments of fees and records transactions

Gathers and maintains documents from the internet or other sources

Complies data into the SharePoint database

Must have experience with Microsoft Word and Excel

Operates a computer to enter, retrieve or modify data; performs data entry functions by keying data into computer; verifies accuracy of entered data and makes corrections; utilizes word processing, e-mail or other programs; performs basic maintenance of computer system and office equipment, such as backing up data

### Assignment to Drug Court may involve the following additional functions:

Reports to Drug Court Director.

Conducts drug screens on a regular basis for adults or juveniles placed in the Drug Court Program to ensure adherence with rules of probation and orders of the Court; prepares specimens for mailing to the laboratory; coordinates necessary paperwork associated with the drug screen; maintains inventory of drug screens.

Transports drug court participants to/from various locations as needed.

### Assignment to Election Commission may involve the following additional functions:

Reports to Executive Assistant.

Assist in appointing and training poll workers; conducts election training schools for poll workers; processes payroll documentation for poll workers.

Processes new voter registrations; updates voter registration records with address changes, name changes, or other current information.

Researches duplicate social security numbers, discrepancies, and other problems; communicates with state election office and other counties to resolve issues involving duplicate social security numbers.

Assists in conducting elections; sets up and operates voting machines; assists with early voting activities.

Coordinates or assists with activities involving candidates and campaign financial information; processes candidate petitions, statement of interest forms, appointment of political treasurer reports, and financial disclosure reports; notifies candidates of campaign disclosure inspections; maintains records.

Maintains database and files of persons no longer eligible to vote in Rutherford County; purges the registration system of non-eligible voters as appropriate.

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Coordinates the issuance of candidate petitions; advises candidates of State and Federal laws, Campaign Disclosure Rules, and deadlines.

Coordinates advertising for the newspaper and legal notices for elections; ensures all information is accurate.

### Assignment to Finance Department may involve the following additional functions:

Reports to Finance Director.

Coordinates use of a computerized scanning system to convert department files to an optical image system; provides direction to other staff members in the scanning/conversion process.

### Assignment to Planning and Engineering Department may involve the following additional functions:

Reports to Executive Director or Assistant Planning Director.

Issues building and zoning compliance permits; reviews and verifies documentation and legal descriptions; and conducts title searches pertaining to the issuance of permits.

Prepares meeting minutes, staff comments, and other various letters and documents for packets to be sent to commissioners involved in the Planning Commission and other boards monthly.

Process transactions pertaining to permit fees, copy fees, and permit tax fees, photocopies, and inputs data into spreadsheets.

### Assignment to Property Assessor's Office may involve the following additional functions:

Reports to Administrative Supervisor.

Receives exemption applications; reviews data, completes pertinent information, and forwards as appropriate.

Maintains current knowledge of Tennessee assessment laws, appraisal fundamentals, legal issues for county officials and commissioner, and other applicable guidelines or information; reads professional literature; attends workshops and training sessions as appropriate.

Estimates rollback taxes and maintains rollback file.

Locates and identifies residential lots and rural real property, referring to various maps, property indexes, directories and other documents.

Receives greenbelt program applications and recertification forms; assists taxpayers with qualification information; forwards documentation as appropriate.

Prints documents to be mailed to citizens, businesses and local government offices in Rutherford County, to include personal property schedules, letters and instruction sheets, assessment change notices, tax bills, tax rolls, and subdivision books.

Operates letter folding machine to fold and insert documents for mailing.

Sorts documents to be mailed by zip code, operates postage meter to assign proper postage, and delivers documents to post office for mailing.

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### Assignment to Sheriff's Department may involve the following additional functions:

Reports to Captain of Detention.

Enters and maintains fingerprint files and rap sheets, and FBI identification numbers.

Signs all checks printed from the commissary account; assists commissary as needed.

Researches each inmate's criminal history for the purpose of billing the Department of Corrections for felony inmates housed at the Adult Detention Center; assists with processing of Board Bills.

### Assignment to Youth Services Department may involve the following additional functions:

Reports to Youth Services Director.

Prepares and maintains court files on each juvenile in court as required by Tennessee Commission on Children & Youth; maintains court history in each juvenile file to be used by Youth Services Officers to report to the court and make recommendations; enters juvenile information into computerized case management program.

Prints court dockets and gathers files for use in court sessions.

## **ADDITIONAL FUNCTIONS**

May maintain personnel records as needed; may review timesheets or time cards for accuracy and completeness; verifies calculations, and researches discrepancies; enters payroll data into computer; forwards payroll documents for payment; distributes paychecks.

Processes work order requests as needed; receives work order requests and routes requests to appropriate person; monitors status of outstanding work; maintains records.

Notarizes documents as needed.

Performs basic cleaning/housekeeping tasks associated with maintaining work area.

Provides assistance or backup coverage to other employees or departments as needed.

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by two (2) years previous experience and/or training involving secretarial work, office administration, basic bookkeeping, customer service, record management, personal computer operations, and training/experience in area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May require possession and maintenance of valid State of Tennessee Notary Public certification. Must possess and maintain a valid Tennessee Driver's License.

## PERFORMANCE APTITUDES

**Data Utilization:** Requires the ability to calculate and/or tabulate data. Include performing subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference and descriptive data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involve semi-routine standardized work with some latitude for independent judgment concerning choices of action.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

### PHYSICAL DEMANDS ANALYSIS

#### 1. STANDING AND WALKING

**Tasks:** Moving around the office, going to the courthouse and mailbox, counter/customer service

**Surface:** Carpet

**Estimated Total Hours:** 2-3 **Maximum Continuous Time:** 30 minutes

#### 2. SITTING

**Tasks:** Secretarial Duties

**Estimated Total Hours:** 4-5 **Maximum Continuous Time:** .5-1

#### 3. LIFTING/CARRYING

**Objects:**

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X	X		
11-25 lbs			X	X	
26-50 lbs				X	
51-75 lbs				X	
76-100 lbs					X
>100 lbs					X

4. **PUSHING/PULLING**

Objects: Boxes hand Cart

Height of hands above floor during push: 3' (Waist High)

5. **CLIMBING**

Tasks: Steps

Height: 3 Flights

Frequency: 2 x day

6. **BENDING/SQUATTING/KNEELING**

Tasks: Filing

Frequency: every day

7. **REACHING**

Tasks: Normal office duties

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Front	10X	5 seconds	> 10 lbs
21-36"				

8. **WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	100 % of time
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Outside	_____ % of time
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**9. OTHER JOB DEMANDS**

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping		X
General Cleaning	X	
Handling Trash		X

**10. HAND USE**

Type of Use	Yes	No	Frequency
Keystrokes	X		Hourly
Grasp	X		Hourly
Fine Motor i.e.: writing, twisting hands or wrist, etc	X		Hourly

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date