

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: ADMINISTRATIVE SUPPORT III

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, processing invoices and payroll documents, preparing budget documents and maintaining financial records, preparing or processing various department documentation, coordinating meetings, maintaining department calendar, conducting research, compiling information and statistics, maintaining records, performing data entry, and performing tasks specific to assigned department/division. Reports to Director of assigned Department.

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 office management functions; supervises daily office operations, coordinates office activities, and assists with overall department functions; coordinates special projects as requested.

Provides direction, training, guidance and assistance to employees; coordinates projects and daily work activities; organizes, prioritizes, and assigns work; monitors status of work, inspects completed work, and troubleshoots problem situations.

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.

Receives moneys in payment of various services, taxes, maps, documents, or other fees; records or posts transactions; issues receipts; prepares bank deposits and forwards as appropriate; assists in balancing revenues, accounts, bank statements, or other records.

Coordinates calendar activities for the department, to include planning/scheduling appointments, meetings, interviews, or other activities; updates calendar on a regular basis; communicates with individuals scheduled for appointments/meetings as appropriate.

Rutherford County, Tennessee • Administrative Support III

Processes purchasing documentation; reviews purchase requests for sufficient funding and for compliance with purchasing guidelines; prepares purchase orders; verifies completeness of information, proper authorization, and assignment to proper budgetary account.

Processes budget documentation for the division/department; assists in projecting and developing annual department budget; makes budgetary recommendations; prepares budget balance sheets; monitors expenditures to ensure compliance with approved budget; maintains balance of expenditures in capital outlay projects; prepares requisitions for proper approval; maintains financial ledgers on computer of departmental revenues/expenditures on computer.

Maintains financial books/records for the division/department; posts financial transactions to cash journal; ensures posting of transactions and deposits to appropriate budget line item; balances/reconciles ledgers, accounts, bank statements, revenues, and other records.

Processes invoices for payment; matches invoices with statements or other backup documentation; verifies receipt of goods/services; reviews invoices for accuracy; makes applicable calculations and researches discrepancies; forwards invoices for payment.

Processes personnel and payroll documentation; maintains personnel records; reviews timesheets or time cards for accuracy and completeness; may calculate hours work, verify calculations, and research discrepancies; may enter payroll data into computer; forwards payroll documents for payment; distributes paychecks; may track employee vacation, sick, and comp time records and vacation schedules to ensure proper staffing during absences; provides orientation and training for new employees; schedules in-service training.

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

Coordinates travel arrangements, accommodations, conference registrations, or other travel-related plans for department staff.

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 up 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, budget documents, work orders, meeting minutes, legal notices, charts, graphs, or other documents.

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

Rutherford County, Tennessee • Administrative Support III

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, accounting, 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.

Maintains library of books, publications, news articles, or other resource materials for use by department staff; maintains computerized reference database.

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.

Performs notarization of documents as needed.

Maintains confidentiality of departmental documentation and issues.

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

Prepares and submits Travel Reimbursement Reports for staff.

Maintains reference materials regarding Civil Rights according to federal requirements; prepares Civil Rights reports for administrative and agricultural work and submits.

Assists in the coordination of Region and State program activities.

Assists with applicant testing.

Assists in conducting seminars, field days, and research plots for Extension clientele.

Assists in marketing Extension programs.

Utilizes IRIS system to complete a variety of human resources and financial tasks; train other employees in the use of IRIS.

Assignment to Animal Control Department may involve the following additional functions:

Catalogs, issues, and receives Rabies tags, records, and funds; receives and deposits with finance all donations, operating funds, and rabies tags payment.

Rutherford County, Tennessee • Administrative Support III

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

Supervises, directs, and evaluates permits officers, processing employee concerns and problems, directing work, counseling, and disciplining; supervises daily office operations relating to permit processing, permit issuance, and land disturbance permits; reviews documentation as needed for issuance of permits, such as property surveys, tax maps, recorded deeds, certificates of survey, and site plans; calculates costs of specialty permits; assists in the release of electrical permit documentation as needed.

Maintains a current knowledge and awareness of local planning/zoning ordinances and other applicable laws and regulations; reads professional literature; attends classes, workshops, and training sessions as appropriate. Acts as a liaison between permit coordinators and building inspectors regarding plan reviews and special approvals as required.

Reviews issuance of temporary certificates of occupancy for required approval as needed.

Initiates and prepares certified correspondence for building code violations; pursues action regarding code violations as directed.

Advises staff as needed regarding planning/zoning requirements, applications, and proper approvals.

Receives and reviews deposit of fees collected; verifies accuracy of payments; coordinates issuance of refunds for all temporary certificates of occupancy and any permit refunds.

Prepares monthly department reports; generates documentation of inspections completed, permits issued, and revenues collected.

Assignment to Correctional Work Center may involve the following additional functions:

Files legal documents pertaining to inmate lawsuits.

Prepares billing documentation pertaining to litter collection program, inmate medical expenses, and juvenile detainee meal expenses.

Assignment to Emergency Management Services Department may involve the following additional functions:

Records and monitors operational expenditures and reports.

Assignment to Juvenile Court Department may involve the following additional functions:

Coordinates and schedules Special Judges and court interpreters.

Coordinates and tracks the juvenile daily roster, juveniles' attendance, and daily editing of the School Nutrition Program. Also files the monthly billing of the School Nutrition Program with the State.

Assignment to Soil & Conservation Department may involve the following additional functions:

Provides soil data to County officials and engineering firms.

Co-ordinates and assists with the planning of 4-H, FFA Land Judging Contest and other conservation programs.

Supervises all district volunteers.

Consults with Federal and State Government in developing new programs for the department.

Prepares and presents environmental educational programs.

Prepares and submits requests for cost-share program payments.

Assists with administering government grants and monies to local landowners.

Responsible for preparing and mailing year end 1099's and other necessary tax forms for landowners who participated in State Best Management Programs, and other necessary forms required by the IRS.

ADDITIONAL FUNCTIONS

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. Includes 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. Involves 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 – Juvenile Detention

1. STANDING AND WALKING

Tasks: looking for files, gathering and delivering mail

Surface: carpet/ concrete

Estimated Total Hours: 1 **Maximum Continuous Time:** 1

2. SITTING

Tasks: computer entry, answering phones, paying bills, ordering supplies

Estimated Total Hours: 6.5 **Maximum Continuous Time:** 8

3. LIFTING/CARRYING

Objects:

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

4. PUSHING/PULLING

Objects: carts (supplies, mail)

Height of hands above floor during push: waist high

5. BENDING/SQUATTING/KNEELING

Tasks: filing, computer maintenance

Frequency: daily

6. REACHING

Tasks: putting away supplies

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Both	Weekly	30 minutes	< 10 lbs
21-36"	Both	Monthly	30 minutes	> 10 lbs

7. 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	95 % of time
Outside	5 % of time

8. 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

7. LIST TOOLS, EQUIPMENT AND MATERIALS USED

Carts, radios, OC spray, general office equipment, TV, cleaning supplies, water cooler, mail machine

8. HAND USE

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

PHYSICAL DEMANDS ANALYSIS – Building Inspection

1. STANDING AND WALKING

Tasks: Deposits, office errands, copying, filing, etc.

Surface: Desk, office

Estimated Total Hours: 2-3 **Maximum Continuous Time:** 1

2. SITTING

Tasks: Typing, letters, research, office duties, permits

Estimated Total Hours: 4.5-5.5 **Maximum Continuous Time:** 1

3. LIFTING/CARRYING

Objects:

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

4. PUSHING/PULLING

Objects: Boxes, file cabinets

Height of hands above floor during push: Waist or below

5. BENDING/SQUATTING/KNEELING

Tasks: Filing, copying

Frequency: Daily

6. REACHING

Tasks: Filing, storage

Hands Used: RIGHT LEFT BOTH X

7. 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	<u>95</u> % of time
Outside	<u>5</u> % of time

8. 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

9. LIST TOOLS, EQUIPMENT AND MATERIALS USED

Computer, typewriter, calculator, miscellaneous office equipment

10. HAND USE

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



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