

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: ADMINISTRATIVE SUPPORT II

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 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. Supervisory relationships are reported in the "additional functions" section.

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.

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.

Processes purchasing documentation; prepares purchase orders; verifies completeness of information, proper authorization, and assignment to proper budgetary account. – planning and engineering does not do .

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. – planning and engineering does not do

May maintain petty cash fund for the division/department; disburses funds for expenditures as appropriate; ensures proper receipts/documentation of expenditures; balances account and requests reimbursements as needed.

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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.

May process personnel and payroll documentation; maintains personnel records; reviews timesheets or time cards for accuracy and completeness; calculates hours work, verifies calculations, and researches discrepancies; enters payroll data into computer; forwards payroll documents for payment; distributes paychecks; tracks 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.

May coordinate 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.

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.

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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 County Attorney's office may involve the following additional functions:

Reports to County Attorney.

Plans and coordinates arrangements for various meetings; 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 set-up of meeting rooms for various meetings/activities.

Reviews tax rolls from Trustee's Office in preparation of delinquent tax suits for overdue tax collection; performs title searches and research on tax suits; prepares and files proof of claims for delinquent taxes in bankruptcies; communicates and negotiates with delinquent taxpayers, attorneys, outside agencies and other departments within the County regarding status of delinquent taxes; prepares delinquent tax suits.

Prepares legal pleadings; files with Court within designated timeframes; distributes copies as appropriate; initiates follow-up with Court to verify receipt and determine date entered by Court.

Transcribes, types, prepares or completes various forms, reports, correspondence, contracts, meeting minutes, pleadings, legal documents or other documents.

Answers telephone calls and greets visitors; screens calls ascertaining nature of business; provides information and assistance; directs callers/visitors to appropriate personnel; records/relays messages; initiates and returns calls as necessary.

Performs customer service functions; provides assistance and information related to department, county or court services, locations, guidelines, procedures, forms, fees or other issues; responds to complaints and routine questions; researches problems and consults with attorney.

Maintains confidentiality of departmental issues and documentation.

Ensures adherence to internal policies regarding provision of legal advice.

Assignment to County Mayor's office may involve the following additional functions:

Reports to Purchasing Administrator.

Maintains listing of all department vehicles, current usage, and sign-in register; schedules and coordinates annual emission testing for all vehicles.

Maintains monthly reports of departmental mail accounts.

Enters purchase order data into computer and generates printed purchase orders

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

Reports to Correctional Work Center Director.

Coordinates preparation and processing of documentation pertaining to booking/intake, release, and transfer of inmates; obtains completed information sheet from inmates; ensures completion of all applicable booking forms; maintains inmate records.

Provides inmates with information regarding release dates, credit eligibility, court dates, good time, work credits, and other issues pertaining to their sentences; provides monthly updates to inmate workers reflecting program credits earned and new release dates.

Coordinates release dates, transfers, and intakes with State Department of Corrections; communicates with court officials regarding time served, credits, specific charts, failure to report, time served affidavits, or other issues; researches missing jail time and prior credits for time served by inmates.

Maintains and monitors escaped inmate files; forwards all documentation to jail when notified that inmate is back in custody for completion of sentence.

Researches inmate criminal history for purpose of billing Department of Corrections for felony inmates housed at Work Center, to include tracking inmates through all prior sentences in all local courts, in out-of-district courts, and in all prior incarcerations in/out of judicial court.

Reviews national crime information computer (NCIC) system for possible warrants; assists officers with information needed to secure warrants.

Contacts Immigration personnel and other agencies concerning any inmate of mutual interest, placing detainers on inmates and coordinating their release to another facility; coordinates release of inmates to rehabilitation centers.

Generates court orders for furloughs or transfers as required by Superintendent; maintains a check on furloughed inmates for any change in status.

Justifies sentences against judgment orders, violations of probation orders, and service/program/work credits for purpose of transferring inmates on State TOMIS computer system.

Maintains and transfers records of inmates to Social Security Administration to determine eligibility for social security benefits.

Assignment to Judicial Commissioners Department may involve the following additional functions:

Reports to Administrative Supervisor

Prepares and issues criminal warrants and juvenile petitions; issues diversion applications when juvenile petitions are not necessary; maintains log of warrants issued or received; obtains necessary signatures on warrants prior to court dates.

Sets bond amounts and issues conditions of bonds and recognizance for arrested individuals; issues domestic assault bond conditions for defendants in domestic arrests.

Conducts probable cause hearings to determine probable cause for arrest; confirms existence of probable cause, legal grounds, or sufficient evidence to issue warrants; reviews, condenses, and enters into computer pertinent information from police reports or from citizens' fact statements for issuance of warrants.

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Assignment to Landfill Department may involve the following additional functions:

Reports to County Engineer.

Calculates charges for commercial dumping and prepares bills; receives monies in payment of dumping fees; verifies accuracy of payments; records payments and prepares bank deposits; forwards documentation as appropriate.

Coordinates various aspects of state-regulated tire shredding program; verifies tire haulers for state manifests; provides accurate manifested tire county to the state when needed; maintains tire burns to state regulations; oversees stacking/lacing of tires in state-regulated burns; maintains accurate records of residential tires received and transfers to state manifest; controls necessity of tire shredders on premises; communicates with the state regarding tire program as needed; communicates with consulting firm regarding billing issues.

Assignment to Maintenance Department may involve the following additional functions:

Reports to Maintenance Director.

Issues work orders to maintenance personnel; assigns orders based on urgency.

Prepares letters and reports for Wheel Tax Department.

Ensures restrooms on litter trucks are ready for use.

Assignment to Office of Information Technology may involve the following additional functions:

Reports to Technical Support Manager.

Creates monthly departmental newsletter; distributes newsletter to all County employees.

Communicates with department regarding work orders and purchase orders.

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

Reports to Planning Director.

Processes applications for building permits; verifies addresses and zoning compliance; determines flood zone data; maintains file of requests.

Provides information for enforcement of subdivision regulations and zoning resolutions.

Prepares documentation for presentation to Planning Commission, Board of Commissioners, and Board of Zoning Appeals on all zoning, development, and long range planning issues; receives/processes zoning applications; distributes documentation to adjoining property owners, County Commissioners, Planning Commission members and/or committees, media, and staff.

Ensures legal notices are prepared in accordance with regulatory requirements and submitted for publication in a timely manner.

Maintains records pertaining to conditional use permits, temporary use permits, or variances; updates zoning maps; records conditional use permits, subdivision plats, and other documents as required.

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Receives and processes subdivision plats; prepares and maintains files related to each development, including applicable reports, staff review, Planning Commission review, and construction drawings; monitors and maintains completion assurance bonds, maintenance bonds, and road bonds pertaining to temporary use permits.

Manages bookkeeping records for the department; prepares purchase orders, disbursements, itemized expense reports, and other documents; submits invoices for payment; maintains current, detailed payroll, budget, and development tax receipt records; maintains large special project funds and requests disbursements as project meets payment criteria; arranges for compensation of Planning Commission and various committees as necessary.

Assignment to Property Assessors Office may involve the following additional functions:

Reports to Chief Deputy Assessor.

Coordinates correction of records; conducts research to resolve discrepancies in appraisal information; corrects appraisal records as appropriate.

Prepares change of assessment certification; forwards to appropriate jurisdictions when correcting errors; prepares requests for refunds to property owner when within city limits.

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

Communicates with property owners regarding assessment appeals; verifies property records and prepares appeal form for County Board of Equalization; prepares appraisals and organizes data for analysis.

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.

Prepares detailed property record cards for use in calculating appraised values; reviews/interprets computerized cards; identifies discrepancies and makes corrections.

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

Records/maintains data pertaining to number of daily, monthly, and yearly property transfer transactions.

Reviews real/commercial property data from appraisers to assist with physical inspection of computerized cards of property owners; reviews property data record cards to identify complaints, errors, changes, or discrepancies; identifies discrepancies; makes corrections on improved/unimproved properties to determine correct appraisal.; assists residential/commercial appraisers in ensuring accuracy of property values; reviews control of new properties and lots being added to tax roll; reviews coding and appraisal of new construction for correctness.

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

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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.

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

Reports to Captain of Investigative Services.

Receives and secures confidential information from specialized sources, via telephone, fax, mail, or courier delivery.

Transcribes audio tapes relating to confessions, interviews, interrogations, and crime scene descriptions; ensures accuracy of transcriptions.

Appears and testifies in judicial proceedings or court-related matters as required.

Compiles and prepares case files and investigative files for use in prosecution by the District Attorney General's Office, to include Part I crimes of FBI and non-classified offenses involving reports, follow-up reports, photographs, crime scene notes, sketches, and other data.

Compiles case files for investigators and special enforcement agents by collection, organization, and documentation; proofreads data, makes corrections, and enters case data into local area network system.

Prepares historical case management on investigative files; organizes documentation and uses designated classification system; maintains yearly case summary records for respective detectives.

Produces criminal line-ups and other information as needed for other agencies.

Assignment to Solid Waste Department may involve the following additional duties:

Reports to Solid Waste Director.

Assists with staffing of convenience centers; assists in coordinating convenience center work activities.

Assists in coordinating provision of collection services to county/city schools and government offices; dispatches drivers for pickup requests from convenience centers and county/city schools.

ADDITIONAL FUNCTIONS

Performs notarization of 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 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

1. STANDING AND WALKING

Tasks: Interoffice between offices

Surface: Carpet, asphalt

Estimated Total Hours: 1-2 **Maximum Continuous Time:** 12-20 minutes

2. **SITTING**

Estimated Total Hours: 6.5 Maximum Continuous Time: 1.5

3. **LIFTING/CARRYING**

Objects:

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X				
11-25 lbs				2X	
26-50 lbs					X
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

4. **BENDING/SQUATTING/KNEELING**

Tasks: Filing

Frequency: Daily

5. **REACHING**

Tasks: Daily phone, filing, computer use

Hands Used: RIGHT LEFT **BOTH X**

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"		Daily		<2 lbs
21-36"				

6. **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
Outside	0 % of time

7. 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

8. LIST TOOLS, EQUIPMENT AND MATERIALS USED

Phone, computer, etc.

9. HAND USE

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

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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