

CLASS SPECIFICATION
Housing Senior Administrative Specialist

FLSA Status: Non-exempt
Union Representation: AFSCME – Housing

GENERAL PURPOSE

Under general supervision, independently performs difficult and specialized administrative support and/or administrative program duties, requiring a thorough knowledge of technical terminology, procedures and practices for the Portland Housing Bureau and the ability to exercise initiative and judgment in researching, compiling and reviewing information, establishing work priorities and selecting work methods.

NOTE: This classification is used exclusively in the Portland Housing Bureau (PHB).

DISTINGUISHING CHARACTERISTICS

Housing Senior Administrative Specialists independently perform difficult, specialized administrative support functions requiring a thorough knowledge of technical terminology, procedures and practices of the assigned functional areas, with a significant degree of accountability for results. Incumbents are assigned duties and responsibilities for a specific housing program(s) or project(s) such as, large-scale bureau records programs, data collection and coordination, and specialized program activities including public works permitting, code enforcement liens, administrative search warrants and systems development charges; and performs related duties as assigned.

Housing Senior Administrative Specialist is distinguished from the Office Support Specialist series in that incumbents in the former class perform difficult, specialized and technical administrative support services. Incumbents perform a greater diversity of highly specialized assignments, apply more extensive knowledge of their unit's technical work, including terminology, policies, practices and procedures gained through experience, and exercise a more significant degree of initiative and judgment in researching, compiling and reviewing information, establishing work priorities and selecting work methods.

Housing Senior Administrative Specialist is further distinguished from Executive Assistant and Administrative Assistant in that incumbents in the latter classes perform a variety of difficult, sensitive and confidential secretarial and administrative support services for bureau heads or group/division level managers or management teams.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Types, formats, edits, revises, proofreads and prints a variety of narrative, statistical and technical documents, reports, correspondence, memoranda, requests for proposals, agreements, contracts, specifications, hearings complaints and warrants, directories, bureau calendars, ordinances, resolutions, mailing lists, policy statements, manuals, handbooks and other documents and materials ranging from routine to complex; types from rough notes, drafts, modified standard formats and brief oral instructions; creates forms, charts, tables and spreadsheets involving data manipulation; reviews documents for accuracy, completeness and compliance with City requirements; develops, revises and maintains standardized and master documents; composes correspondence, reports and informational materials; copies reports for internal and external distribution; coordinates mailings.
2. Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculations; conducts special studies and recommends organizational, procedural or other changes to achieve greater productivity and/or to comply with new City requirements.
3. Updates and maintains specialized logs and databases; cross-checks data and applies personal knowledge to identify errors and discrepancies for research and resolution; creates reports, analyses and documents on a daily basis or on request, in compliance with regulatory requirements.
4. Organizes, maintains and updates subject, project, tickler and specialized files; maintains and updates file indexes; removes and archives files; copies, compiles and distributes contracts, reports, documents and other materials; updates technical and operating manuals.
5. Processes human resources documents and requests; maintains employee personnel files; responds to public records requests and court ordered subpoenas of records; investigates and responds to unemployment claims including gathering information and documentation, generating the City's written response, responding to State of Oregon Employment Department questions and verifying employment history for requestors; organizes staff recognition activities.
6. Develops and utilizes spreadsheets, databases and other computer applications to assist with assigned studies, projects and reports.
7. With direction, conducts research, analyzes data and drafts policy and procedure documents to address identified program or project needs and issues; makes recommendations based on findings; drafts associated communications materials for review.
8. Assists division management and staff in preparation of annual budget request documents; tracks expenditures against budget; types and processes purchase orders and pay requests; prepares budget reports; makes recommendations on staff allocation and calculates financial impacts.

OTHER DUTIES

In addition to their assigned program or project duties, incumbents may perform any of the following office support duties, typically as back up to office support staff.

1. Greets, answers, screens and refers visitors and telephone calls requiring a high level of customer service, providing information and handling issues that may require sensitivity and the use of sound, independent judgment; conducts research, responds to requests for information and complaints from officials, customers and the public and refers requests or complaints to appropriate staff and/or takes or recommends action to resolve the issues.
2. Prepares travel and training requests; makes and confirms travel and other arrangements for conferences and business trips; types itineraries, compiles expense reports and prepares post-travel memoranda; requests reimbursement for petty cash expenditures.
3. Attends to a variety of office administrative details; orders and disburses supplies, forms and furniture; keeps inventory of bureau supplies; researches and recommends products and vendors; audits receivables; performs on-line purchasing and receiving; maintains in-house stores for field and office staff; orders and schedules bulk deliveries to offsite facilities; schedules various site tests and field visits; issues work orders and coordinates resolution of building maintenance issues; coordinates bureau moves; coordinates arrangements for janitorial services and set-up and close of office sites; checks out and maintains a log of bureau equipment; prepares work order assignments for contractors; schedules and leads bureau tours.
4. Performs payroll duties; records timesheet information; resolves discrepancies and corrects errors; distributes paychecks; trains or arranges for the training of timekeepers on City and bureau timekeeping policies and procedures; researches and calculates time for a variety of purposes.
5. Attends staff, policy, information and committee meetings and takes meeting notes; types and distributes minutes; generates periodic reports; schedules meeting rooms; prepares materials; coordinates set-up and refreshments.
6. Updates and maintains content on bureau intranet and websites.
7. Provides backup support to other administrative support staff; may provide guidance, work direction and training to other clerical employees on office practices and procedures.
8. Coordinates telecommunications needs for the Bureau; requests telecommunications products, line installations and moves; sets up call groups and distribution schedules; troubleshoots problems with voice or data lines; purchases new and replacement phones and pagers.
9. Provides notary services for the Bureau.
10. Serves on City advisory committees as representative for the Bureau and for special projects.

MINIMUM QUALIFICATIONS

Knowledge of:

1. City organization, rules, policies and procedures applicable to assigned bureau responsibilities.
2. Office administration practices and procedures.
3. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
4. Customer service techniques and methods including dealing with people in sensitive situations and problem resolution.
5. Basic principles and practices of research, report preparation and project management.
6. Word processing, spreadsheet, database and other standard software to prepare a variety of routine to moderately complex documents and materials.
7. City procedures and forms applicable to assigned duties, including payroll and timekeeping, purchasing, expense processing, record-keeping, archiving and filing.

Ability to:

1. Operate a computer, making advanced use of word processing, spreadsheet, database and other specialized software.
2. Type accurately at a speed necessary to meet the requirements of the position.
3. Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.
5. Organize and maintain confidential office and specialized files.
6. Compose routine correspondence from brief instructions.
7. Communicate clearly and effectively, orally and in writing.
8. Understand and follow written and oral instructions.
9. Learn and apply new information required for assigned projects and bureau responsibilities.
10. Prepare clear, accurate and concise records and reports.
11. Use tact and discretion in dealing with sensitive situations and concerned people and customers.

12. Establish and maintain effective working relationships with bureau managers, staff, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and four years of increasingly responsible administrative support, office clerical or secretarial experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 04-27-11

This class is composed of positions from the following class:

3000433 Senior Administrative Specialist

Adopted: 07-01-02