

POSITION DESCRIPTION

Title: Administrative Support Specialist II

Department: Commission Administration

Job Analysis: ~~October 2019~~ March 2026

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Assistant Administrative Services Manager and Administrative Services Manager

Subordinate Staff: N/A

Internal Contacts: General Public, Public Officers, Co-workers and Other Departmental Staff

Status: Classified/Non-Exempt (307)

Job Summary

The Administrative Support Specialist II for the Commission Administration Department serves to accomplish a myriad of clerical, administrative, and receptionist duties. This role requires a proactive, highly organized individual who serves as central support for the Commission Administration office, ensuring smooth daily office operations and fostering a positive, efficient work environment.

~~The Administrative Support Specialist II for the Commission Administration Department serves to accomplish a myriad of clerical administrative and receptionist duties to assist the Administrative staff as assigned by the Assistant Administrative Services Manager, Administrative Services Manager and the County Administrator, with emphasis on general office organization, scheduling and calendars, data entry, and invoicing.~~

Job Domains

A. Reception and Referral

- Greets and directs visitors in a friendly and professional manner, ensuring a positive experience and promoting a strong relationship between the County Commission Office and the public.
- Answers phones, takes detailed messages, receives incoming mail and deliveries, and disseminates to appropriate staff.

- Posts notices at various facilities, delivers documents and handles general office errands.
- Maintains the reception and common areas, ensuring they are tidy and presentable at all times.
- ~~Greets visitors to the office, offers assistance/direction to appropriate personnel or departments and assures they are comfortable if they must wait, with emphasis on customer service.~~
- ~~Answers all incoming calls to the office and relays detailed information/messages accurately to the appropriate person/department.~~
- ~~Provides information to general inquiries.~~
- ~~Assists the public and discusses problems and complaints tactfully, courteously and effectively.~~
- ~~Effectively interfaces with all levels of management, co-workers, and general public to promote a positive relationship between the County Commission Office and the general public.~~

B. Clerical

- Orders and maintains office supply inventories.
- Coordinates basic facility needs including entering building maintenance work orders, following up to ensure completion.
- Schedules and manages multiple calendars for meeting rooms and general office events, makes reservations and coordinates travel and training.
- Assists with data entry, document management, and special projects.
- Maintains organized filing systems and properly disseminates, files and archives all incoming/outgoing correspondence and other records related to the daily operations of the office.
- Scans, files, and uploads documents to multiple internal/external document libraries.
- Schedules vehicle maintenance and maintains vehicle files.
- Reviews and proofreads documents for accuracy and consistency.
- 1. ~~Performs various clerical and secretarial duties as requested.~~
- 2. ~~Prepares agenda items, correspondence, reports, contracts, resolutions, proclamations, and other documents, as requested.~~
- 3. ~~Scans, copies, uploads, archives and files documents, maintaining a proper document filing system.~~
- 4. ~~Maintains a filing system and properly disseminates, files and archives all incoming/outgoing correspondence, and other documentation related to the daily operations of the office.~~
- 5. ~~Orders and maintains a proper inventory of office supplies and any other supplies as directed, maintaining proper purchasing and requisition files, with emphasis on organization, accuracy and timeliness.~~
- 6. ~~Schedules meetings, coordinates travel reservations, training course registrations as requested and maintains multiple calendars.~~
- 7. ~~Schedules and monitors vehicle maintenance and upkeep and maintains proper vehicle maintenance files for the Administration Department.~~
- 8. ~~Enters work orders and maintains files for various building maintenance requests.~~

- ~~9. Assists with the application process for county alcohol licenses under the responsibility of County Commission.~~
- ~~10. Assists with scheduling for court reporter and coordination of various meeting calendars and transcripts.~~
- ~~11. Assists with uploading and publishing documents to various internal/external document libraries, with emphasis on timelines, organization and proper reporting.~~
- ~~12. Assists with billing/invoices of various vendors and maintains proper vendor files and information, with emphasis on organization and accuracy.~~

C. Assistance to Management and Staff

- Provides administrative support such as typing, formatting, and editing documents and presentations.
- Handles confidential information with discretion and professionalism.
- Prepares agenda items, reports, memos, and correspondence as directed.
- Conducts research, verifies data accuracy, and compiles reports as directed.

Knowledge, Skills, and Abilities

~~(Any item with an asterisk will be taught on the job)~~

- Exceptional organizational skills and keen attention to detail, with the ability to multitask and perform job duties in a fast-paced environment while maintaining professionalism.
 - Ability to be self-motivated and use independent judgement to gather, manage and impart information in a timely manner.
 - Resourceful and adaptable, comfortable with shifting priorities.
 - Strong interpersonal and communication skills (both written and verbal) and a helpful, positive attitude.
 - Ability to type a minimum of fifty (50) words per minute within an acceptable standard of quality and accuracy.
 - A good working knowledge of English grammar, composition, and spelling within acceptable standards of quality and accuracy.
 - Knowledge of office procedures, filing systems, and basic mathematics/bookkeeping skills.
 - Comfortable with technology and various office software.
 - Skills to read, understand and compile printed reports and assignments.
- ~~1. Knowledge of basic high school mathematics, basic bookkeeping procedures and basic internet usage.~~
 - ~~2. A good working knowledge of English grammar, composition, and spelling within acceptable standards of quality and accuracy.~~
 - ~~3. A good working knowledge of general office practices, procedures, equipment and software (Microsoft Office, Adobe, email, *agenda management software).~~
 - ~~4. Ability to take dictation and type a minimum of fifty (50) words per minute within an acceptable standard of quality and accuracy. Ability to communicate effectively and handle multiple assignments.~~

- ~~5. Ability to maintain effective and positive working relationships with public officers, supervisors, co-workers and general public.~~
- ~~6. Skills to read, understand and compile printed reports and research assignments.~~
- ~~7. *Knowledge of County Commission and meetings related activities.~~
- ~~8. *Notary Public in the State of Alabama (must be bondable).~~
- ~~9. Knowledge of filing procedures.~~
- ~~10. Knowledge and ability to operate office machinery, computers and general software.~~
- ~~11. Strong interpersonal and communication skills (both written and verbal) and the ability to communicate and work effectively in assisting other county departments, elected officials and the public.~~
- ~~12. Ability to be self-motivated, and have strong organizational and time-management skills, multitask and perform job duties under the stress of multiple, reoccurring deadlines.~~
- ~~13. Ability to quickly acclimate and re-direct focus of work, depending on changes of County Commission activities, meetings deadlines and changing work environment.~~

Other Characteristics

1. Willing to work overtime or non-standard hours as necessary.
2. Willing to work from multiple office locations as necessary.
3. Willing to travel for the purpose of professional development.
- ~~1. Willing to work overtime or non-standard hours when necessary.~~
- ~~2. Willing to work from multiple office locations as necessary.~~

Minimum Qualifications

1. Minimum of three (3) years of experience in an administrative or similar support role.
2. High school diploma or equivalent.
3. Have a valid driver's license.
- ~~1. Three (3) years of experience in administrative/secretarial related work.~~
- ~~2. Have a valid driver's license.~~
- ~~3. High school diploma or equivalent.~~