

POSITION DESCRIPTION

Title: ~~Administration/Records Manager~~ **Administrative Services Manager**

Department: Commission Administration

Job Analysis: 01/97, 01/01, 11/11, 09/14, 02/17, 09/17, 06/18, **10/19**

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: County Administrator

Subordinate Staff: **Assistant Administrative Services Manager, Administrative Support Specialist II, Administrative Support Specialist IV, Commission Executive Assistant,** Custodian (Commission Administration/ Bay Minette Custodial, Central Annex I, Fairhope Courthouse, Foley Courthouse)

Internal Contacts: County Commissioners and Other Departmental Personnel

External Contacts: General Public, various Government Officials, Vendors

Status: Classified/Exempt (EC-8)

Job Summary

Performs various administrative duties for the County Commission and additional duties as directed by the County Administrator. Oversees the day to day operations of the Commission Administration Offices and supervises the Commission Administration personnel at the Bay Minette Commission Office, Fairhope Courthouse, Foley Courthouse and Central Annex I.

Job Domains

1. Supervises the Commission Administration personnel at the Bay Minette Commission Office, Fairhope Courthouse, Foley Courthouse and Central Annex I.
2. Coordinates records management activities with Administration staff to ensure effective and efficient creation and maintenance of records.
3. Responsible for agenda management related activities (review, compilation and publishing of meeting agendas, recording proceedings for meetings and transcribing meeting minutes).

4. Coordinates with internal and external contacts regarding television production, closed captioning services, court reporting services, and local cable providers for meetings production.
5. Drafts, prepares and reviews agenda items, correspondence, legal advertisements, policies and procedures, reports, contracts, resolutions, proclamations, and other documents.
6. Manages content for the County Commission and Administration Department webpages and online calendars. Responsible for the content maintenance of various online public and internal document repositories.
7. Responsible for press releases/public notices as directed by the County Administrator and as requested by various county departments and/or other organizations. Responsible for distribution of related information on various media platforms.
8. Coordinates public records requests for the County Commission, communicating with the requestor and appropriate county departments regarding the compilation of records, information and billing. Provides information available to inquiries from general public.
9. Handles county alcohol license requests and oversees the application process under the responsibility of County Commission.
10. Assists County Administrator with voting administration and matters related to elections under the responsibility of the County Commission.
11. Performs research, prepares reports and provides other administrative/clerical assistance for the County Administrator as directed.

Knowledge, Skills, and Abilities

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

1. Ability to establish and maintain effective working relationships with supervisors, subordinates, and the general public.
2. Strong interpersonal and communication skills (both written and verbal) and the ability to communicate and work effectively with all levels of management, county departments and various agencies, elected officials and the public.
3. Strong organizational, time-management, problem solving, critical thinking, research, writing and proofreading skills.
4. Able to accurately edit and write materials for publication.
5. Skills to understand codes, regulations and policies.
6. Ability to handle multiple assignments and have knowledge of research procedures with the ability to document findings and provide reports.
7. A good working knowledge of general office practices, procedures, equipment and software.
8. The ability to take dictation and to type a minimum of sixty (60) words per minute within an acceptable standard of quality and accuracy.
9. Knowledge of County Commission activities.*

Other Characteristics

1. Willing to work overtime or non-standard hours when necessary.
2. Willing to travel for the purposes of professional development.
3. Ability to work under stress of recurring deadlines.

Minimum Qualifications

1. Bachelor's Degree in Public Administration or Business Administration or minimum of ten (10) years of related government administration/records experience.
2. Have a valid driver's license.

POSITION DESCRIPTION

Title: Administrative Support Specialist II

Department: Commission Administration

Job Analysis: October 2019

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 (H)

Job Summary

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

1. 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.
2. Answers all incoming calls to the office and relays detailed information/messages accurately to the appropriate person/department.
3. Provides information to general inquiries.
4. Assists the public and discusses problems and complaints tactfully, courteously and effectively.

5. 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

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.
2. 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.
3. Schedules meetings, coordinates travel reservations, training course registrations as requested and maintains multiple calendars.
4. Schedules and monitors vehicle maintenance and upkeep and maintains proper vehicle maintenance files for the Administration Department.
5. Enters work orders and maintains files for various building maintenance requests.
8. Assists with the application process for county alcohol licenses under the responsibility of County Commission.
12. Assists with scheduling for court reporter and coordination of various meeting calendars and transcripts.
13. Assists with uploading and publishing documents to various internal/external document libraries, with emphasis on timelines, organization and proper reporting.
14. Assists with billing/invoices of various vendors and maintains proper vendor files and Information, with emphasis on organization and accuracy.

Knowledge, Skills, and Abilities

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

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 when necessary.
2. Willing to work from multiple office locations as necessary.

Minimum Qualifications

1. Three (3) years of experience in administrative/secretarial related work.
2. Have a valid driver's license.
3. High school diploma or equivalent.

POSITION DESCRIPTION

Title: Administrative Support Specialist IV

Department: Commission Administration

Job Analysis: October 2019

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 or Administrative Services Manager

Subordinate Staff: N/A

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

Status: Classified/Non-Exempt (J)

Job Summary

The Administrative Support Specialist IV for the Commission Administration Department serves to accomplish a myriad of clerical and administrative duties to assist the Assistant Administrative Services Manager and Administrative Services Manager with emphasis on agenda management, all meeting related activities and providing assistance to various other county departments related to the same.

Job Domains

A. Agenda Management

1. Assists with agenda management including reviewing of agenda items and related documents, compilation and publishing of meeting agendas and minutes, with emphasis on organization, accuracy and proper record keeping procedures.
2. Assists with recording proceedings for meetings, takes dictation/notes and transcribes and proofreads various meeting minutes and related documents, as requested.
3. Uploads and publishes documents to various internal/external document libraries, with emphasis on timelines, organization and proper reporting.
4. Provides assistance and guidance to various other County departments with meeting related agenda review and submission process, with emphasis in effective communication and responsiveness.
5. Assists with scheduling and organization of meetings and public hearings, pre and post meeting preparation work and assists with disseminating related information to staff, elected officials and various departments/agencies.

6. Assists with development of training materials and training of various departments' staff members on agenda drafting/submittal procedures and use of agenda software.

B. Clerical

1. Performs various administrative and secretarial duties for the Commission.
2. Maintains calendars, scheduling and communication for the office and/or staff and coordinates appointments, meetings, and events, as requested.
3. Prepares and reviews agenda items, correspondence, reports, contracts, resolutions, proclamations, and other documents.
4. Coordinates public hearings and newspaper advertisements.
5. 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.
6. Accomplishes research as directed.
7. Assists with the application process for county alcohol licenses under the responsibility of the County Commission.
8. Assists with public notices and other information distributed to the public and/or media as directed by the Assistant Administrative Services Manager and/or Administrative Services Manager.
9. Scans, copies, uploads, archives and files documents, maintaining a proper document filing system.

C. Reception and Referral

1. 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.
2. Answers all incoming calls to the office and relays detailed information/messages accurately to the appropriate person/department.
3. Provides information to general inquiries.
4. Assists the public and discusses problems and complaints tactfully, courteously and effectively.
5. 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.

Knowledge, Skills, and Abilities

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

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 use independent judgement to gather, manage and impart information in a timely manner.
13. Ability to multitask and perform job duties under the stress of multiple, reoccurring deadlines.
14. Ability to quickly acclimate and re-direct focus of work, depending on changes of County Commission activities, meetings deadlines and changing work environment.
15. Strong organizational, time-management, problem solving, critical thinking, research, writing and proofreading skills.

Other Characteristics

1. Willing to work overtime or non-standard hours when necessary.
2. Willing to travel for the purposes of professional development.

Minimum Qualifications

1. Minimum of five (5) years of experience in administrative/secretarial related work.
2. Have a valid driver's license.
3. High school diploma or equivalent.

POSITION DESCRIPTION

Title: ~~Assistant Administration/Records Manager~~ Assistant
Administrative Services Manager

Department: Commission Administration

Job Analysis: 11/11, 09/14, 02/17, 09/17, 10/19

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: Administrative Services Manager

Subordinate Staff: Administrative Support Specialist II, Administrative Support Specialist IV (*see note below)

Internal Contacts: County Commissioners and Other Departmental Personnel

External Contacts: General Public, various Government Officials, Vendors

Status: Classified/Exempt (EC-7)

Job Summary

Performs various administrative and secretarial duties for the County Commission and additional duties as directed by the Administrative Services Manager. Assists with the day to day operations of the Commission Administration Offices, with emphasis on all agenda and meeting management related duties and supervises the Administrative Support Specialist II and Administrative Support Specialist IV.

*In the temporary absence of, or as directed by the Administrative Services Manager, the Assistant Administrative Services Manager supervises the Commission Executive Assistant, Custodian (Commission Administration/ Bay Minette Custodial, Central Annex I, Fairhope Courthouse, Foley Courthouse)

Job Domains

1. Supervises the Administrative Support Specialist II and Administrative Support Specialist IV.
2. Performs various administrative and secretarial duties for the Commission.
3. Assists with records management activities to ensure effective and efficient creation and maintenance of records.
4. Schedules and coordinates events and assists with meeting preparation.

5. Assists with agenda management related activities (review, compilation and publishing of meeting agendas, recording proceedings for meetings and transcribing meeting minutes).
6. Records proceedings for meetings, takes dictation/notes and transcribes various meeting minutes.
7. Prepares and reviews agenda items, correspondence, reports, contracts, resolutions, proclamations, and other documents.
8. Assists with content maintenance of various online public and internal document repositories.
9. Assists with press releases/public notices as directed by the Administrative Services Manager and as requested by various county departments and/or other organizations. Distributes related information on the Commission's social media outlets.
10. Assists with coordination of public records requests for the County Commission and provides information available to inquiries from general public.
11. Handles county alcohol license requests and assists with the application process under the responsibility of County Commission.

Knowledge, Skills, and Abilities

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

1. Ability to establish and maintain effective working relationships with supervisors, subordinates, and the general public.
2. Strong interpersonal and communication skills (both written and verbal) and the ability to communicate and work effectively with all levels of management, county departments and various agencies, elected officials and the public.
3. Strong organizational, time-management, problem solving, critical thinking, research, writing and proofreading skills.
4. Able to accurately edit and write materials for publication.
5. Skills to understand codes, regulations and policies.
6. Ability to handle multiple assignments and have knowledge of research procedures with the ability to document findings and provide reports.
7. A good working knowledge of general office practices, procedures, equipment and software.
8. The ability to take dictation and to type a minimum of sixty (60) words per minute within an acceptable standard of quality and accuracy.
9. Knowledge of County Commission activities.*

Other Characteristics

1. Willing to work overtime when necessary or non-standard hours when necessary.
2. Willing to travel for the purposes of professional development.
3. Ability to work under stress of recurring deadlines.

Minimum Requirements

1. Minimum of five (5) years of administrative/records and secretarial experience in administrative related field. Bachelor's Degree in Public Administration or Business Administration preferred but not required.
2. High school or equivalent required.
3. Have a valid driver's license.

POSITION DESCRIPTION

Title: Commission Executive Assistant

Department: Commission Administration
(Bay Minette, Fairhope, Foley, Central Annex)

Job Analysis: October 2019

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: Administrative Services Manager (or Assistant Administrative Services Manager)

Subordinate Staff: Custodians (in conformance with this position description)

Internal Contacts: General Public, Public Officers, and Co-workers

Status: Classified/Non-Exempt (J)

Job Summary

The Commission Executive Assistant for the Commission Administration Department serves to accomplish a myriad of clerical administrative duties to assist the Baldwin County Commissioners and as assigned by the Administrative Services Manager or the County Administrator. The position serves as a facility coordinator for the building/grounds and supervises the custodial staff in the facility/facilities.

Job Domains

A. Facility Coordinator

1. Coordinates operations of the primary workplace facility, if applicable, or as requested by the Administrative Services Manager or County Administrator.
2. Oversees and coordinates general day-to-day facility operations with facility tenants, Public Officers and the public with kindness, professionalism, tact and with a strong emphasis on responsiveness and customer service.
3. Supervises custodians only at the primary workplace, if applicable, or as requested by the Administrative Services Manager or County Administrator.
4. Maintains office and cleaning supplies inventory and prepares requisitions for the same. (Spending authorization will always be applicable as approved by the Administrative Services Manager or County Administrator and on file in the Budget/Purchasing office).
5. Regularly inspects the facilities for maintenance and cleanliness.

6. Coordinates building maintenance/grounds upkeep for assigned facilities and communicates necessary information related to building/grounds maintenance with facility tenants and appropriate contact persons, with emphasis on responsiveness.
7. Responsible for reservations of the public meeting rooms in the facility and coordination of meeting/event requests.
8. Monitors fuel tank levels and orders fuel (if applicable) for the facility.
9. Responsible for the dissemination of mail (internal and external) to all offices and tenants in the facility and the mail room equipment maintenance, if applicable.
10. Maintains current files/contact lists on facility tenants and conducts annual meetings for tenants regarding safety and emergency procedures for the facility.
11. Serves as a shelter manager for the facility (if applicable) when the facility is used as an electrical support shelter (shelter of last resort).

B. Administrative/Clerical Assistance to a County Commissioner

1. Performs various administrative and secretarial duties for the Commissioners.
2. Maintains calendars, scheduling, communication and coordination of appointments, meetings, travel reservations and events for the Commissioners.
3. Maintains a filing system for the Commission Office, with emphasis on organization.
4. Properly disseminates, files and archives all incoming/outgoing correspondence requisitions/invoices for purchases, Commissioners' expense reports and travel documents, and other documentation related to the daily operations of the office.
5. Drafts routine correspondence and emails as requested by Commissioners and communicates with various agencies, departments and the general public for the Commissioner, as requested, with professionalism, tact and with a strong emphasis on responsiveness and customer service.
6. Effectively interfaces with all levels of management, elected officials, various departments/agencies, and the general public to promote professional relationships and positive image for the County Commission Office.

C. Administrative/Clerical – General

1. Submits agenda items for meetings and assists with meeting preparation as assigned.
2. Assists with recording proceedings for meetings, takes dictation/notes and transcribes and proofreads various meeting minutes, as requested.
3. Prepares and reviews agenda items, correspondence, reports, contracts, resolutions, proclamations, and other documents, as requested.
4. Accomplishes research as directed.
5. Assists with the application process for county alcohol licenses under the responsibility of County Commission, as requested.

D. Reception and Referral

1. 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.
2. Answers all incoming calls to the office and relays detailed information/messages accurately to the appropriate person/department.

3. Provides information to general inquiries.
4. Assists the public and discusses problems and complaints tactfully, courteously and effectively.

Knowledge, Skills, and Abilities

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

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.
5. Ability to maintain effective and positive working relationships with public officers, facility tenants, supervisors, co-workers and general public.
6. Skills to read, understand and compile printed reports and research assignments.
7. *Knowledge of County Commission 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. Must be self-motivated and have the ability to use independent judgement to gather, manage and impart information in a timely manner as requested.
13. Ability to multitask and perform job duties under multiple, reoccurring deadlines.
14. Ability to quickly acclimate and re-direct focus of work, depending on changes of County Commission activities and changing work environment.
15. Strong organizational and time-management skills.

Other Characteristics

1. Willing to work overtime or non-standard hours when necessary.
2. Willing to travel for the purposes of professional development.
3. Ability to work under stress of multiple, reoccurring deadlines.

Minimum Qualifications

1. Minimum of five (5) years of experience in administrative/secretarial related work.
2. Have a valid driver's license.
3. High school diploma or equivalent.