

## **ADMINISTRATIVE COORDINATOR I**

### **DEFINITION OF WORK**

Work in this class includes performing a full range of administrative and technical program support duties in a moderately complex office or program area requiring a complete understanding of the work processes and regulations of the assigned area of work and understanding of the departmental mission, rules, regulations, programs, and services. Positions are located within a variety of departments and possess a variety of functions depending upon the scope and accountability of the department and delegated tasks. The work can generally be described as either independently coordinating the administrative support in a moderately complex organization; coordinating administrative support for a large complex program, supervising a large processing operation, or serving as a staff assistant gathering and analyzing and reporting information for various programs and projects. Work generally requires that employees independently perform assigned administrative and technical functions within their program and/or supervise the completion of work processes performed by other employees. Administrative duties require tact and discretion in handling sensitive or confidential matters in the program areas. The employees may be assigned projects that are paraprofessional in nature that require advanced training or considerable program experience to function at a competent level. Problems are brought to the attention of the supervisor and employees research issues and participate in problem resolution. The employee may be involved in developing and maintaining operational policies and procedures. This level is distinguished from the Senior Administrative Support Specialist by the advanced level of office/program management, supervision, advanced skills, and program difficulty. Work is performed under the supervision of the higher level manager or department head and is evaluated through work planning and monitoring interactions, observation, and conferences.

### **EXAMPLES OF WORK**

Employees in this class possess a variety of roles with parity in complexity of assignments, judgment required, problem-solving, and organizational dynamics. Roles may include monitoring the daily work activities and supervising of a Tax Department unit by assigning work, providing training, directing, guiding, and ensuring proper accounting of all incoming funds and ensuring compliance to financial policies; creating and maintaining all geographic information related to the location of citizens for emergency response and mail services by maintaining addressing and street naming geographical databases for the County and Fort Bragg; supervising and maintaining the gun permit application function and records within the Sheriff's Office; managing the timesheet, payroll, travel, budget, purchasing for a large department such as the Sheriff's Office and Crown Center; serving as the senior office manager for the Sheriff's executive and command staff. Employees handle the inquiries independently for the organization; interpret complex rules, regulations, and information on the program and organization's operating standards; explain legal aspects of the office functions and its impact on citizens and the community; coordinate work assignments, training, and provide direction to other office staff; may serve in a role of assistant to the program director or manager in accomplishing the goals of the area assigned; handle confidential or sensitive technical information in an appropriate manner; and perform related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from business school in secretarial, technical, or office management and four years of progressive office assistant work with two of those years in the assigned program area; or an

equivalent combination of education and experience.

**Knowledge, Skills, and Abilities:**

Thorough knowledge of department's functions and purpose with ability to communicate that mission to the staff and general public; thorough knowledge of the policies and procedures of the assigned work area; thorough knowledge and ability to use official business practices; considerable knowledge of County function to which assigned and the interface between the assigned work and the departmental mission; ability to independently operate in the assigned program area; ability to assume accountability of program operations; ability to communicate effectively and to conduct the department's business in person and by telephone; ability to gather and give comprehensive information and instructions, based on program knowledge and independent research; ability to communicate a technical knowledge of program operations and organizational programs; ability to be tactful and courteous while being persuasive and confident on County business; proficiency with a variety of specialized technology that operate the business systems for the County; ability to use a wide variety of other computer technology to generate work for the office assigned; ability to compile information based on general instructions; ability to coordinate and supervise the work of others; ability to establish and maintain effective working relationships with supervisor, employees, and the general public.

**SPECIAL REQUIREMENTS**

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

**PHYSICAL REQUIREMENTS**

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.  
Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination.  
Some tasks require oral communications.