

ADMINISTRATIVE COORDINATOR II

DEFINITION OF WORK

Work in this class includes performing a full range of administrative and technical program support duties in a large and complex office or program area requiring a comprehensive understanding of the work processes, procedures, laws, and regulations of the assigned area of work and understanding of the departmental mission, rules, programs, and services. Positions are located within a variety of departments and possess a variety of functions depending upon the scope and responsibilities of the department and delegated tasks. The work can generally be described as either independently coordinating moderately complex processes and/or administrative support in a moderately complex organization; coordinating staff administrative support for a large complex program with detailed processes and complex public contact interactions, supervising a large and moderately complex processing operation, or serving as a staff assistant gathering and analyzing and reporting moderately complex information for various programs and projects. Work generally requires that employees independently perform difficult administrative and technical functions within their program. Administrative duties require considerable tact and discretion in handling sensitive or confidential matters in the program areas. The employees may be assigned projects that are paraprofessional and entry level professional work in nature that require advanced training or considerable program experience to function at a competent level. Employees resolve complex problems independently and bring more difficult problems to the attention of the supervisor. The employee may be involved in developing or modifying operational policies and procedures. This level is distinguished from the Administrative Coordinator I by the complexity of issues and 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, independence, program dynamics, supervision exercised, judgment required, and problem-solving. Roles may include monitoring the daily work activities and supervision of a Tax Department, supervising the Sheriff's Office Records Management Office involving the collection, data entry, storage and dissemination of incident reports and supplemental information, serving as the office manager for the Cumberland County Detention Center Command Staff, maintaining addressing and street naming geographical databases for the county by creating all geographic information related to the location of citizens for emergency response and mails services, and providing office management functions for the Emergency Services Department. Work includes supervision of staff and participating in the hiring process, performance appraisal, and disciplinary issues, assigning work, providing training, directing operational activities; guiding and ensuring the daily work flow and assignments are completed in concurrence with work goals and in a timely manner; ensuring all work complies with the rules, regulations, and accreditation standards applicable to the work assigned; independently researching issues, drafting correspondence, reports, and recommendations with little review; performing street centerline editing and new street additions; performing surveys to obtain on addressing; inputting data into mapping software; maintaining accuracy of the E911 database, and participating in the resolution of daily customer issues and work process issues; maintaining departmental budgets, recommending new budget items, and purchasing responsibilities; balancing of all tax revenues received and deposited, ensuring proper accounting of all funds ensuring compliance to financial policies; consulting with division managers and supervisors regarding departmental operations; providing general and technical assistance to the public regarding issues in the assigned program areas. Employees handle the inquiries independently for the organization; interpret complex rules, regulations, and information on the program and organization's operating standards; and perform related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from business school in secretarial, technical, or office management and six 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; thorough knowledge of the processes, procedures, standards, regulations of the department; thorough knowledge of the interface of the department mission with the County operation; thorough knowledge of the rationale governing policies and procedures of the assigned work area; thorough knowledge and ability to use official business practices; 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 detailed 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 compile, analyze, and then explain information based on general instructions; 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.