



Position: Administrative Support Manager

Unit: Non-Union

Department: Central Services (Admin Support Services Division)

FLSA Status: Exempt

Summary Description

Under the direct supervision of the Assistant City Administrator/Comptroller, the Administrative Support Manager will concentrate on the reputation of City Hall and customer satisfaction to achieve high standards of overall productivity for the Service Center through creative approach and active experience. This position manages, directs, prioritizes, plans for, and supervises staff to provide administrative support to department directors and division managers. Responsible for hiring, firing, evaluation, and discipline of employees under their supervision. Approvals and reviews of recommendations are required.

Supervision/Accountability

This position is directly accountable to the Assistant City Administrator/Comptroller; and has supervisory duty over all full time and part time Administrative Support Assistants.

Major Duties/Essential Functions

Responsible for overseeing and maintaining a high level of customer service for external and internal customers of City services provided by the Service Center.

Supervises, provides oversight and direction, and schedules Administrative Support staff; prioritizes and assigns work required by all department managers. Oversees all aspects of Administrative Service functions.

Responsible for identifying and scheduling training for all Administrative Support staff.

As part of a team, hires Administrative Support staff. Conducts performance evaluations for Administrative Support staff with input from department managers.

Assists with telephone and counter inquiries when needed; refers issues to appropriate department manager or to the Human Resources Manager when necessary.

Resolves questions/issues from staff on work procedures, policies, organization or methods, and resolves or recommends resolution to department manager.

Develops written work procedures as part of a written standard operating procedures manual in conjunction with department managers.

Works with Information Technology Manager to identify office equipment and technology needs while seeking input from department managers.

Maintain and reconcile petty cash drawer.

Oversee the processing of purchase orders and petty cash slips for department managers, City Administrator, and elected officials.

Coordinates the systematic destruction of documents through established procedures.

Minor Duties/Responsibilities

Oversees mail room operation.

Verifies and authorizes Administrative Support staff time reports, sets Administrative Support staff schedules, approves and monitors time off requests.

Operates a vehicle as needed to attend external training and meetings.

Performs other duties as assigned.

Knowledge

Modern office methods, procedures and software; office equipment and filing systems, including electronic filing and archiving of all digital documents; business letter and report-writing techniques; proofreading; statistical and record keeping principles and procedures.

Skill/Ability

Excellent demonstrated communication skills, demonstrated positive customer service skills, and ability to relate to people of varying ages and backgrounds. Ability to supervise office clerical staff, to thoroughly understand their function and the work they perform, and to be able to assess and improve methods for efficiency and output gains. Ability to supervise and manage responsible secretarial and clerical work requiring independent judgment with speed and accuracy; learning, interpreting and applying organizational policies, laws, rules and regulations; word processor typing accurately at a speed of 50 words per minute; making basic arithmetic calculations with speed and accuracy; interacting with public and staff in a professional manner at all times, answering questions in person, via email and over the telephone; communicating with all segments of the community and government. Ability to speak and understand the English language fluently and use proper grammar, punctuation, and spelling. Ability to research and obtain pertinent information through various resources. Ability to use networked personal computer equipment to process, access, retrieve, or input information using Windows, word processing and spreadsheet software or other standardized software common to the work unit or as assigned. Ability to understand and apply principles of personal computer input and output capabilities. Basic bookkeeping and accounting skills required.

Education/Experience

Must have an Associate's degree or comparable work experience in business management, office management or similar field. Must possess five years of increasingly responsible clerical experience in an office setting. Must demonstrate leadership or supervisory skill and experience. Experience in municipal or governmental office setting highly preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit, talk, and hear. The employee is required to use hands to type, finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Personal computer, including spreadsheet and word processing software; network computer system; telephone; 10-key calculator; copy machine; TDD machine, mail equipment, FAX machine, and various computer accessory devices.

License/Certifications

Must possess a valid Wisconsin motor vehicle operator’s license.

Special Conditions of Work

Must be able to attend evening and weekend meetings. Must be able to respond to duty in emergency situations.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved By: 
City Administrator

Reviewed By: 
HR Manager

Reviewed By: _____
Assistant City Administrator/ Comptroller

Revision History:
April 1, 2020
July 15, 2013