Sarasota County

SARASOTA COUNTY GOVERNMENT
Career Track

ADMINISTRATIVE SPECIALIST

SUB-CLASS CODE; W/C Code: See Below
EEO CODE: 06
FLSA: Non-Exempt
PAY BAND: Administrative/Para-Professional

MAJOR FUNCTION(S)

This is office support work providing administrative, clerical, customer service, processing and/or internal financial related duties, which may require varying degrees of independent judgment. Positions in this series normally report to department management, including but not limited to supervisors, managers, directors and/or executive team members.

Primary Purpose		
Tier 1 Pay Grade 9921; See Addendum below for Sub-Class & W/C details	***Tier 2** Pay Grade 9922; See Addendum below for Sub-Class & W/C details	****Tier 3** Pay Grade 9923; See Addendum below for Sub-Class & W/C details
Duties/tasks are standardized; resolves routine questions/problems. Refers more complex issues to a higher level. Relieves management of administrative tasks. **In general, work assignments at this level include, but are not limited to…** ▪ Answers/responds to phone calls ▪ Screens visitors, e-mails and calls ▪ Provides internal customer service ▪ Copying, filing, mail distribution ▪ Inventory/package receiving ▪ Data-entry and computer work ▪ Prepares routine correspondence ▪ Proofs and edits documents ▪ Compiles and logs information ▪ Runs/exports reports from various software ▪ Routine problem solving ▪ Information sharing ▪ Cashiering responsibilities ▪ Participates in inventory control ▪ Works under direct supervision ▪ Reports to supervisor/coordinator	**Duties/tasks are frequently non-routine. Resolves most questions/problems and refers more complex issues to higher levels. Services as a resource to Tier I.** **In general, work assignments at this level include, but are not limited to….** ▪ Schedules appointments and maintains calendars ▪ Screens and responds to emails/calls ▪ Provides internal & external customer service ▪ Composes routine letters ▪ Prepares/distributes packets, correspondence, and reports ▪ Researches and gathers information ▪ Exports spreadsheets from various software; manipulates data ▪ Arranges travel for staff/mgmt. ▪ Manages PCard expenditures ▪ Monitors operating funds ▪ Resolves work problems/issues ▪ Develops/improves work processes ▪ Participates in projects ▪ Assigns/checks work of others ▪ Shares information/communications with department/division teams ▪ Updates documents on SharePoint ▪ Coordinates logistical requests ▪ Orders office supplies/uniforms ▪ Creates purchase orders; processes billings; receives payments ▪ Assists in training others ▪ Works under minimal supervision	**Duties/tasks reflect substantial variety and complexity. Supports high level management, director or County administration. Resource to Tier I & II.** **In general, work assignments at this level include, but are not limited to….** ▪ Provides administrative support to high level management requiring tact, diplomacy and confidentiality ▪ Manages appointments/calendars; identifies appointments for re-schedule and contacts others ▪ Prioritizes and identifies urgency of calls/emails ▪ Interfaces with Administration and County Attorney offices ▪ Develops dept. communications ▪ Composes letters requiring research, analysis and/or decision making ▪ Conducts research, reviews and analyzes data; prepares spreadsheets ▪ Prepares eGenda packets ▪ Monitors dept/div. budget; provides input on future budget needs ▪ Prepares & assists with contracts ▪ Assists in preparing legal documents ▪ Works with vendors to resolve issues ▪ Coordinates support assignments ▪ Attends meetings in support matters ▪ Primary contact for HR and Payroll ▪ Expert in GovMax, Work Day, LIMS ▪ Secures approvals for time off, etc. ▪ Assists with projects as assigned
	*Tier II includes Tier 1 Duties	*Tier III inclues Tiers 1 & 2 Duties

Core Competencies (Knowledge, Skills and Abilities)		
Tier 1	**Tier 2**	**Tier 3**
Communication Skills		
▪ Good listening skills ▪ Communicate well with others ▪ Be open, sincere and honest ▪ Inquisitive and intuitive ▪ Speak clearly and distinctly ▪ Excellent grammar, spelling and language skills ▪ Courteous and thoughtful	▪ Excellent customer service skills (courtesy, sensitivity, tact, rapport, discretion) ▪ Ability to communicate effectively ▪ Ability to respond appropriately to inquiries and provide adequate information ▪ Ability to respond to controversial and issues ▪ Ability to prioritize responses to internal/external issues	▪ Ability to handle difficult customers/situations ▪ Ability to respond to inquiries of a non-routine nature ▪ Ability to provide adequate response to policy, legal or regulatory issues ▪ Ability to organize and present information ▪ Skillful in responding to executives and external customers ▪ Takes initiative to contact customers on difficult issues ▪ Uses sound independent judgment ▪ Possesses technical knowledge ▪ Possesses excellent time management skills
All levels require ability to establish and maintain effective working relationships.		
Business Equipment and Computer Skills		
Ability to use computers including software: ▪ Outlook ▪ Word ▪ Excel Ability to use standard business equipment: ▪ Copier ▪ FAX ▪ Calculators ▪ Printers ▪ Phones	Intermediate to advanced computer skills: ▪ Outlook ▪ Word ▪ Excel ▪ Publisher ▪ PowerPoint ▪ Electronic Filing Systems ▪ ONESolution	Expert skill in computer operations such as: ▪ Outlook ▪ Word ▪ Excel ▪ Publisher ▪ PowerPoint ▪ eBar/eCar ▪ GovMax ▪ Proprietary Software ▪ Visio ▪ Computer Maintenance Software ▪ ONESolution
Budget/Fiscal Skills		
▪ Basic accounting principles ▪ Use spreadsheet technology ▪ Data entry ▪ Track budget information	▪ Intermediate accounting skills ▪ Conducts Financial Analysis ▪ Intermediate Excel features	▪ Knowledge of budgeting process ▪ Ability to resolve budget issues ▪ Collect, analyze, interpret and process data ▪ Knowledge of HRMS, GovMax, Amanda, IFAS systems ▪ Coordination and monitoring of budget

Minimum Qualifications		
Tier 1	**Tier 2**	**Tier 3**
▪ High School Diploma OR ▪ GED OR ▪ 0 to 2 years business-related clerical experience or exposure ▪ Possess an aptitude and willingness to learn	▪ High School Diploma OR ▪ GED ▪ 2 to 5 years of clerical and computer experience ▪ College course work in Business from an accredited College or University preferred ▪ Related professional certification preferred Note: One year of college may substitute for one year of experience.	▪ Associates degree from an accredited college or university ▪ 4-6 years of clerical or administrative experience with some executive exposure ▪ Year-for-year experience may substitute for the college degree ▪ Some lead or supervisory experience may be required ▪ Advanced Professional Certification highly desirable
NOTE: 30 college credits are considered equivalent to one year of college.		

NOTE: Employees that acquire the skills and minimum qualifications for the next level will be able to apply for promotional opportunities. Employees will not automatically be upgraded to the next level. Reclassifying a position is based on business need and financial impact and not based solely on the incumbent.

APPROVED BY: **DATE:**

10/9/19

History: 11/19/13; 6/27/11; 11/15/10; 11/13/08

Title & WC Addendum

Sub-Class	Title	FLSA	PG	WC	EEO	Retirement
031166	Administrative Specialist I	NE	9921	8810	05	Regular
031167	Administrative Specialist I - Extension	NE	9921	8868	05	Regular
031176	Administrative Specialist II	NE	9922	8810	05	Regular
031177	Administrative Specialist II - Extension	NE	9922	8868	05	Regular
031186	Administrative Specialist III	NE	9923	8810	05	Regular
031187	Administrative Specialist III - Extension	NE	9923	8868	05	Regular