DEFINITION: This is supervisory and related technical, administrative and secretarial support work in the Provo City Mayor's Office.

CLASSIFICATION STANDARDS: The positions allocated to this class are directly responsible to the Mayor and CAO and perform all assigned work under their very general supervision. Work is distinguishable from lower secretarial levels by the direct support given to the Mayor and CAO and includes significant emphasis on training, supervision and work coordination of several subordinate positions. May be assigned duties of a technical, specialized, or general secretarial nature in conjunction with supervisory and work coordination responsibilities.

ESSENTIAL DUTIES:

Trains, assigns, assists, disciplines, and coordinates the work of subordinate personnel; determines personnel problems; evaluates and resolves same, refers more complex problems to a superior.

Performs all work of subordinates as needed; coordinates primary subordinate positions' tasks with assistance and fill-in as needed. Determines operational problems of subordinate positions and office work flow; evaluates and makes recommendations for solutions; oversees all related office functions and ensures work is performed properly and efficiently. Develops and implements changes in office processes and coordinates work production on an inter- and intra-departmental basis.

Coordinates all scheduling appointments for Mayor, Chief Administrative Office, and Executive Assistant. Performs other secretarial and related incidental and specialized duties; compiles information and figures for special reports, edits, and submits for review; acts as intermediary between the Mayor, Chief Administrative Officer, and Executive Assistant to the public. Receives work from various sources and reviews or processes it for administrative use.

Organizes, prioritizes and coordinates office production into a usable form for management's analysis, review, or release.

Designs, implements, and monitors record keeping and reporting system; monitors personnel and payroll records.

Maintains and makes minor repairs on office equipment and machines; coordinates use of resources with other departments; ensures all office equipment and supply requirements are met.

Assists other staff members as needed, and performs other related duties as required.

MINIMUM REQUIREMENTS: High school diploma or G.E.D. and five (5) years of clerical, secretarial, and/or technical experience, or an equivalent combination of job-related education and experience [substituting each one year of post-secondary education/training for six months of experience].
License(s). A valid, current driver’s license.

SELECTION FACTORS:
Extensive knowledge of:
- the operations performed and purposes served by the Mayor’s Office.
Knowledge of:
- administrative and clerical support functions including the operation of standard office machines and equipment.
- supervisory and management principles, techniques, and methods
- the budgetary and accounting process of the City organization and Mayor’s Office.
- policies and procedures established for the work system.
- the operations, functions, and terminology of the Mayor’s Office.
- basic English composition, spelling, and grammar.
Ability to:
- work independently with little or no director supervision.
- assume responsibility for supervision, direction of work flow and performance evaluation.
- supervise others, and maintain equitable working relationships with supervisors, subordinates, other departments and the public.
- deal with the public in an accurate, courteous, and calm manner in all circumstances.
- communicate effectively both orally and in writing.

TOOLS AND EQUIPMENT USED: Computer terminals, typewriter, 10-key calculator, copy machine, telephone, and other office equipment as necessary.

PHYSICAL DEMANDS: Must assume seated position at computer or desk for extended periods of time.

ENVIRONMENTAL FACTORS: Work location is inside with little or no occupational hazards present. Frequent public contact. Position may include exposure to high-stress situations or environments, including, contact with the public in confrontational or uncomfortable circumstances.

Department Director

[Signature]

Mayor/Chief Administrative Officer

[Signature] 1/22/97

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. This class specification supersedes earlier versions. Management reserves the right to add or change duties at any time as needed without notice.