

City of San José
CLASS SPECIFICATION

TITLE: Administrative Officer (1646)

DEPARTMENT:	ACCOUNTABLE TO:	FLSA STATUS:
Varies	Varies	Exempt

CLASS SUMMARY

Under general direction, incumbents are responsible for managing administrative functions in support of department business operations, including general office administration, personnel administration (such as hiring, safety, training, benefits, employee relations), budget, fiscal and organizational analysis. Additional administrative functions may include customer service, records management, mail delivery, storage of supplies, equipment servicing, contract and grant administration, or processing documents such as permits, purchase orders, etc. Responsibilities include providing direction to supervisory, professional, technical, and clerical support staff, interfacing with governing bodies such as the City Council, administering operations in compliance with very complex laws, regulations and rules, and providing data and analysis on which management bases major strategic decisions.

DISTINGUISHING CHARACTERISTICS

Administrative Officer is a mid-management classification responsible for department business operations, including general office administration, employment, budget, fiscal, and organizational analysis. Administrative Officer is distinguished from the higher level generic Division Manager which has responsibility for multiple operational or core service functions of a department with impact on the community or the customer base. This class differs from Senior Analyst in that Senior Analyst positions have assigned responsibilities commensurate with smaller programs; level of staff directly supervised that is professional, technical, and clerical; smaller budget controlled in terms of personnel resource costs; smaller size of department and organizational unit to which assigned with lesser impact of results on unit, department, or City; and less complex or specialized assignments in the management analysis activity being supervised.

QUALIFICATIONS

Minimum Qualifications

Education and Experience

Bachelor's Degree in business administration, public administration or a related field and six (6) years of increasingly responsible experience in business management and/or administration, including at least two (2) years of experience supervising professional staff.

Required Licensing

Some positions may require licenses or certifications, such as a valid driver's license or a professional certification.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

Needed at entry into the job in order to perform the essential duties.

- Job Expertise – demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.

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- Analytical Thinking - approaches a situation or problem by defining the problem or issue; identifies a set of features, parameters, or considerations to take into account, collects and analyzes data, uses logic and intuition to arrive at conclusions and recommendations.
- Communication Skills - effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Creativity - Addresses objectives and problems while questioning traditional assumptions/solutions in order to generate creative ideas and new ways of doing business; exhibits creativity and innovation when contributing to organizational and individual objectives; seeks out opportunities to improve, streamline, reinvent work processes.
- Initiative – Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Decision Making - identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Fiscal Management - Understands the relationship of the budget and resources to the strategic plan; complies with administrative controls over funds, contracts, and procurements.
- Leadership - leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, encourages and rewards risk-taking, allowing others to learn from mistakes; provides motivational supports and direction.
- Management - evaluates priorities to ensure the 'true' top priorities are handled satisfactorily; sets clear goals for the employees and the work unit.
- Political Skill - In taking action, demonstrates an understanding and consideration of how it will impact stakeholders and affected areas in the organization.
- Project Management - Ensures support for projects and implements agency goals and strategic objectives.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

Knowledge of:

- City of San Jose accounting, budget, and personnel systems, and grant and contract administration.
- City codes, charters, ordinances, procedures and policies.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1..	Supervises subordinate professional, technical, and/or clerical staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations	Daily/Several Times

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2.	Supervises complex administrative operations, including fiscal, personnel, and other business functions, within an operating department or an administrative support department.	Daily/Several Times
3.	Recommends and develops very complex departmental systems and procedures related to personnel issues, budget, and other administrative functions or programs. Provides direction and advice to others regarding these systems and procedures.	Daily
4.	Develops and implements goals, objectives, and guidelines, utilizing resources effectively to improve efficiency and effectiveness.	Daily
5.	Plans, implements, and administers sizeable departmental budgets to include expenses and revenue.	Daily
6.	Directs and prepares the departmental operating and capital improvement budget at program and detail levels, establishes guidelines for monitoring departmental revenues and expenditures, coordinates requests for budget adjustments, and processes departmental encumbrance and expenditure documents for operating functions.	Daily
7.	Negotiates and administers contracts, agreements, and leases with vendors, agencies and contractors.	Weekly
8.	Participates in securing administrative grants and aid; directs allocation of grant funds.	Weekly
9.	Represents the department in meetings with other departments in matters relating to budget accounting, personnel issues, and other administrative functions; represents the department to outside agencies and other groups.	Weekly
10.	Provides complex reports to management, such as special analyses, planning, and special studies on which management bases major decisions that impact the department or citywide administration.	Intermittent
11.	Performs outreach and public relations, as required, to provide information about administrative processes or programs supervised.	Intermittent
12.	Ensures that the administrative function supervised is in compliance with complex federal and state laws, rules and regulations, and local codes and standards. Implements changes to processes required by changes in legislation.	Intermittent
13.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

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- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers and the public.

CLASSIFICATION HISTORY *Created 5/80; Rev. & Ret. 2/96 (Formerly Principal Administrative Officer), Rev 2/04, 3/14, 02/21; s003*