

**CMO Administrative Specialist II**

**Bilingual**

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| **Department:** City Manager | **Reports to:** City Clerk |
| **Career Service Status:** At Will | **FLSA Status:** Non-exempt **Safety Sensitive:** No |
| **Collective Bargaining Unit:** AFSCME | **Full Time:** Yes **Benefits**:Yes |
| **Supervisory Responsibilities:** No | **Location:** Primarily out of Civic Center |

# General Purpose

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| The Administrative Specialist II - Bilingual provides complex clerical and administrative support; develops and maintains effective and efficient operations for the division; and provides exceptional customer service to citizens and staff by providing information, answering questions, or directing them to the appropriate resources. Completes tasks for City Council meetings, and processes passport applications. Maintains required degree of confidentiality on all projects, documents, reports and events. |

# Essential Duties and Responsibilities

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| * Answers telephone calls and assists internal and external customers, performs mail functions, cross-training and backup responsibilities * Performs a wide variety of customer service; explains department policies and procedures, refers questions to appropriate departments and ascertains the specifics of feedback in order to maintain effective communication and reliable information * Composes, compiles and edits a variety of correspondence, forms, reports, and other material, maintains and retrieves database information ensuring accuracy and integrity of data, obtains approvals and signatures on documents as required * Assists in procurement of department materials and supplies; researches vendors, maintains office equipment/supply inventory and provides cost effective judgment on expenditures within scope of responsibility * Follows City’s accounts payable processes, prepares and tracks fiscal records, and processes/reconciles payments within established deadlines * Adheres to the City’s file and retention policy and schedule and maintains the division’s records * Maintains calendars and schedules meetings which may include room setup and coordinating meals * All employees must model and demonstrate the City Values at all times to include: Integrity, Collaboration, Innovation, Respect and Excellence.   **Department Specific:**   * Identifies documents housed in the Clerk’s office and if familiar with retention requirements * Interprets contracts for retention and filing purposes * Creates contract reports for distribution to key staff members * Answers the City Clerk phone line, greets visitors, and refers callers and visitors to appropriate resources * Processes passport applications and accepts payments * Creates an inclusive environment by acknowledging the differences, perspectives and ideas of others   **Performs other duties as assigned** |

# Supervisory Duties

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| Not applicable |

**Knowledge, Skills and Abilities**

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| * Advanced knowledge of English usage, spelling, grammar and punctuation * Solid knowledge of principles of business letter writing and basic report preparation * Knowledge municipal government functions and role of City Council and the City Clerk’s office * Knowledge of office procedure, filing methods, office computer technology, and data entry * Skill in communicating with a variety of individuals and groups over the phone and in person in an effective and concise manner * Skill to type at a speed necessary for successful job performance * Ability to read, understand and complete written requests and work assignments in accordance with schedules and deadlines * Ability to learn and apply new skills that promote excellent performance * Ability to adapt to changing priorities and deadlines * Ability to establish and maintain effective working relationships with City Council members, other employees, and the public * Ability to remain calm while working in a fast-pace office with constant interruptions * Ability to work successfully in a team oriented environment |

# Education, Experience and Formal Training

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| High School or GED diploma and a minimum of three years’ experience in general office work and two years customer service experience required. An equivalent combination of education, training and experience which provides the required knowledge, skills and abilities may be considered. Must have solid computer skills/proficient with Microsoft Office applications (Word, Excel, Outlook, PowerPoint) and good basic mathematical skills. Valid driver’s license required. Bilingual in Spanish (written and verbal). |

# Equipment Used, Work Environment and Physical Activities

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| * **Driving**: May need, or have ability, to drive a city or personal vehicle in the normal course of business * **Office Equipment**: Daily use of computer, keyboard, copier, scanner, printer, calculator, phone (desk and cell). Daily use of software programs including Microsoft Office Suite, Outlook, Word, Excel. * **Computer Equipment:** Uses Microsoft Office applications and specialized software for publishing and distributing City information. Uses document imaging and electronic data storage equipment and software * **Physical Activities**: Sits for long periods of time; light physical activity that may include walking, standing, stooping, bending, reaching, lifting and carrying * **Lifting**: Frequently lifts, carries, and exerts up to 20 pounds * **Vision and Hearing:** Must have visual acuity to see and read paper and electronic documents. Must be able to answer telephones, communicate conversation and respond to verbal inquires. * **Schedule:** Position scheduled Monday - Friday; May require attendance at off-site meetings. * **Exposure to Environmental Conditions**: Position generally works in an office setting with overhead lighting and long periods of screen time. * **Additional Working Conditions:** None * **Reasonable accommodation may be made to individuals with disabilities for the essential functions of the job.** |

NOTE: This job description is not intended to be an exhaustive list of all responsibilities and qualifications. Employees are accountable for all duties associated with this position.

*The City of Commerce City is an equal opportunity employer.*