



CLASS TITLE | ADMINISTRATIVE SUPPORT SPECIALIST

PAY GRADE: AT-23 | www.cityoftulsa.org/pay

Class Code: 6561

Effective Date : 02/01/2023

****THIS CLASSIFICATION INCLUDES PAY INCREASE OPPORTUNITIES - OUTLINED BELOW****

PURPOSE OF THE CLASSIFICATION: Under supervision is responsible for performing responsible administrative duties utilizing high-level customer service skills, requiring a high-level understanding of the department and its needs, and requiring an in-depth knowledge of the organization as a whole, its customers, and its overall goals; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Responds quickly and professionally to both routine and complex citizen requests, difficult inquiries and complaints utilizing various communication methods
- Assists supervisor with leading and coaching assigned personnel, including training development, some positions
- Assists with the creation of a methodology for accurate documentation and transfer of knowledge
- Assists with general clerical and administrative tasks
- Performs comprehensive reviews of work performance in the department utilizing various research methods and prepares reports on finding for management
- Provides assistance to the division manager
- Performs analysis and prepares comprehensive reports for both internal and external customers
- Assist with the identification of issues and makes recommendations to management on enhancements to departmental productivity
- Actively researches and identifies patterns and trends in training that will improve customer service and responsiveness
- Provides training to staff based upon research, trends, and best practices
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from high school or possession of a General Education Development Certificate (GED); **and,**
- (b) Four (4) years of experience relevant to the essential tasks listed in this job description; **including,**
- (c) One (1) year of experience working in a customer service environment **and** one (1) year of experience handling confidential or complex information, or experience relevant to the essential tasks listed in this job description.

PAY INCREASE OPPORTUNITY

Employee will be eligible for a one (1) step increase upon completion of thirty (30) accredited college hours and six (6) months of employment in the position.

Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of the principles, practices, and techniques of customer service



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- Considerable knowledge and skill in applying the rules of grammar, spelling, and punctuation
- Good knowledge of laws, ordinances, regulations, and policies governing the City of Tulsa
- Good knowledge of office practices and procedures

Ability to:

- Perform research and present findings, both verbally and in writing
- Create advanced spreadsheets
- Establish and maintain relationships with internal and external partners by communicating business knowledge and operational concerns through cross-functional networking and knowledge sharing
- Train others on complex software systems
- Exercise good judgment
- Respond quickly and flexibly to rapidly changing customer needs

Skill in:

- Both verbal and written communication

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting, carrying, pushing, and pulling up to 10 pounds; may be subject to walking, reaching, sitting, standing, balancing, kneeling, bending, handling, feeling, climbing, smelling and twisting; vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: N-03

Group: Clerical and Administrative

Series: General Administrative