City of Inglewood Job Description
Class Code: 605

ADMINISTRATIVE SUPPORT SERVICES SUPERVISOR

DEFINITION

Under general supervision, assists the City Manager in confidential and complex administrative support duties; supervises clerical staff assigned to the Administration Department.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is **ILLUSTRATIVE ONLY**, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

Assists the City Administrator in confidential and complex administrative support duties; trains and supervises clerical staff assigned to the Administrative Department; transcribes correspondence from the City Administrator; reviews and proofreads staff reports for City Council agenda; obtains and assembles related materials for submission with staff reports.

Assists clerical and management staff with proofreading proclamations, commendations and press releases; interprets and explains City policies and procedures to the general public, assists with inquiries and/or complaints and refers individuals to a department for services or resolution of complaints; schedules appointments, meetings and travel arrangements for the City Administrator; answers telephone calls and routes to appropriate personnel; maintains City Administrator's calendar and files.

KNOWLEDGE. SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of applicable city, county, state and Federal statutes, rules, ordinances, codes, regulations and other governing rules and regulations

Knowledgeable of City and Department policies and procedures

Knowledgeable of quality customer service techniques and concepts

Knowledgeable of personal computer hardware equipment and MS Office software package

Knowledgeable of supervision principles

Skilled in assessing and prioritizing multiple tasks, projects and demands

Skilled in transcribing, reviewing and proofreading documents and reports

Skilled in working with multiple deadlines to complete projects

Skilled in establishing and maintaining productive working relationships

Ability to effectively communicate in writing and verbally in English

Ability to provide and follow written and verbal instructions

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 25 pounds. Incumbents in this classification may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS

AA degree in Business Administration, English, Computer Sciences or related field **AND** five (5) years experience in providing quality customer service to an executive including two (2) years at a supervisory level **OR** an equivalent combination of education and experience.

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