

## ASSISTANT CONTRACT ADMINISTRATOR

### **DEFINITION:**

Under general supervision, provides customer service, technical and administrative support to the City's client agencies who utilize the good and services provided as part of Inglewood Citation Management Services.

### **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).

### **TASKS:**

Provide high-level customer oversight, support and service as primary liaison between client agencies and service providers; develop and maintain existing and new customers through effective marketing tools and processes to optimize quality of service, business growth, and customer satisfaction; assist in the input, design, and implementation of new systems including but not limited to writing user manuals and providing training to users of a new system features or functionality; evaluate, measure, and report on training within agreed upon formats; assist with the development and coordination of accounts sales and marketing activities; serve as first line of communications in the conflict resolution process between the client agency and service providers; work with division manager to establish and maintain appropriate systems for measuring necessary aspects of organizational performance; collect client requirements and translate them into specified procedural and business rules; establish and implement performance measures to ensure vendor activities meet with customer expectations and contract obligations; and integrate organizational requirements for quality management.

Creates policy and procedure manuals; develops business process rules and guidelines for the division, client agencies, and service providers; manages accounts, invoice verification and payment of the division's invoices, as well as being responsible for the invoicing and receipt of funds for goods and services that are provided to the client agency; attends independent and city paid training to develop relevant knowledge, techniques, and skills that will enhance the job performance, as well as the level of service provided to the customer.

### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of Parking Ticket System and Auto-Process application  
Knowledge of handheld citation issuing devices and operational systems  
Knowledge of billing processes and accounting methods  
Knowledge of document management systems  
Ability to learn and support new hardware, software, and operating systems  
Ability to investigate and analyze information and draw conclusions  
Ability to effectively communicate verbally and in writing  
Skilled in problem solving and troubleshooting  
Skilled in prioritizing work assignments and meeting multiple and conflicting deadlines  
Skilled in establishing and maintaining positive and productive working relationships  
Skilled in preparing, adjusting, and reviewing accounts and reports

### **PHYSICAL REQUIREMENTS:**

Work is performed in an office environment. Work requires frequent standing, walking, bending and lifting up to 20 pounds.

### **QUALIFICATIONS:**

Associates Degree in Marketing, Management or related field **AND** three (3) years of progressive responsible experience in parking citation management services **OR** an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California Driver's License.