

**CITY OF BELLINGHAM**

**JOB DESCRIPTION**

**JOB TITLE:** Public Works Administrative Supervisor

**UNION: 231**

**CLASS TITLE:** Support and Services Supervisor

**SG: 5**

**CS: N**

**DEPARTMENT:** Public Works Operations Division

**FLSA: N**

**EEO4CODE: AS**

**JOB SUMMARY:**

Responsible for office management and oversight of the administrative support functions of the Operations and Natural Resources Divisions of the Public Works Department. Provides administrative support to the Assistant Directors of Operations and Natural Resources, as well as the Superintendents of Communications, Maintenance, Operations, Purchasing/Fleet/Financial Services, and Supervisors of the Operations, and a large division staff. Handles a variety of sensitive public information and departmental matters including radio communication among staff during emergency situations. Oversees the department's customer service functions and coordination of responses to citizen inquiries and requests. Serves as a member of the Operations Division's management team.

**SUPERVISORY RELATIONSHIPS:**

Reports to the Assistant Director of Public Works - Operations. Supervises the work of the Divisions' administrative support personnel, provides direction and/or coordination of various interns, temporary employees and volunteers. Works independently under the guidance of Federal and State laws, City regulations, department policies and procedures and reporting relationships.

**ESSENTIAL FUNCTIONS OF THE JOB:**

1. Organizes and supports the work and processes of the Operations and Natural Resources Divisions of Public Works. Provides administrative support to the Assistant Directors of Public Works and management staff. Prepares responses to routine correspondence, schedules meetings and maintains calendars. Gathers data needed for the preparation of contracts; maintains knowledge of current projects in both divisions. Prioritizes, delegates, composes and/or edits a variety of materials such as correspondence, reports, legal documents and notices, tables, graphs and charts.
2. Assigns, supervises and evaluates the work of the Divisions' administrative support staff. Participates in the selection of new employees and provides initial orientation for new staff. Provides or coordinates staff training. Develops performance standards and monitors performance. Makes recommendations, and implements employment actions, including discipline with the Assistant Director's approval.
3. Responsible for records management systems of significant importance to the Divisions and the City. Performs or directs the work of assigned staff to organize, update, maintain, purge and archive databases, files, records and other documents according to guidelines. Performs or directs the collection, research, verification, entry, updating and retrieval of electronic data. Modifies systems and troubleshoots problems as needed. Maintains confidential records for the Divisions and is the expert on the appropriate release of records and information.

4. Maintains knowledge of all divisions' projects and schedules and coordinates clerical support as necessary. Oversees clerical staff in the maintenance of correspondence, project, accounting, and other divisional files.
5. Develops, recommends and implements improvements to office systems and procedures to improve efficiency of operations and service delivery methods.
6. Responsible for the processing of payroll appointments and related forms, coordinating with the Human Resources Department. Monitors records of hours worked by work study students and temporary employees.
7. Makes arrangements and processes all documentation for travel, training, conferences and other events; arranges for travel reimbursements per City policy.
8. Compiles information on budget, work schedules and staffing for use in establishing short and long-range goals, as assigned.
9. Oversees the customer service functions and coordination of responses to a variety of citizen inquiries and requests, ensures customer service requests are entered into the on-line (Hansen) work order management system and resolved in a timely manner; responds to and resolves difficult or time sensitive citizen inquiries and complaints, conferring with the appropriate Supervisors as needed.

**ADDITIONAL WORK PERFORMED:**

1. Participates in various Public Works Operations meetings as a management team member. Records and distributes meeting minutes. Represents divisions on General Office System Team and other inter-departmental improvement teams.
2. Acts as back up receptionist for the divisions.
3. Performs other related duties within the scope of the classification.

**PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS AND ABILITIES):**

## Knowledge of:

- Thorough knowledge of office management principles and practices.
- Thorough knowledge of the principles and procedures of supervision including the planning, organizing, and delegating of work; evaluating performance, setting up complex record-keeping systems and developing an effective work team.
- Purpose, practices, and policies of the Public Works Department's Operations Division, including the operational relationships between City departments, other governmental agencies and community groups and agencies.

## Skill in:

- Stress tolerance and the ability to handle several tasks simultaneously while maintaining

- accuracy and attention to detail in an environment of frequent interruptions.
- Strong customer service skills to work with a variety of citizens and personnel using tact, courtesy and good judgment.
- Strong skills in organization and planning, problem analysis, decision making, adaptability, and flexibility.
- Strong literacy skills including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and formatting..

Ability to:

- Work independently to carry out the responsibilities of the position.
- Prioritize, delegate, and review work assignments, including the ability to give written and oral instructions, and motivate employees.
- Utilize computerized information systems, and proficient use of word processing, spreadsheet, and database programs.
- Operate a 10-key calculator with accuracy.
- Willingness to work an abnormal work schedule during emergency conditions.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Result Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
  - Frequently operate a computer and read a computer screen or typewritten page;
  - Frequently communicate verbally;
  - Move between work sites;
  - Occasionally transport objects weighing up to twenty-five (25) pounds.

**WORKING ENVIRONMENT:**

Works in an office setting with extensive work performed at a computer work station. Frequently interacts with the public on the telephone and in person, and field crews returning to shops area. Environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

- Three years of progressively responsible experience in administrative support in an office with high public contact or comparable work experience required.
- Two years of supervisory experience preferred.
- Proficient use of computer for word processing (60 WPM net), data entry and spreadsheet applications required.
- Municipal or other public sector experience preferred.
- Associates Degree or vocational training in office management preferred.

**PREPARED BY:** E. Johnston  
A. Beatty  
A. Sullivan

**REVIEWED BY:** \_\_\_\_\_  
Eric Johnston  
Asst. Director

2/13

Public Works Operations

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Jonathan Hutchings  
Asst. Director Public Works  
Natural Resources

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Ted Carlson  
Public Works Director  
1/13

COMMISSION ALLOCATION: \_\_\_\_\_ February 15, 2013