



## **SENIOR ADMINISTRATIVE TECHNICIAN- TOWN MANAGERS OFFICE**

Department: **Town Manager** Class Code: **18**  
Reports to: **Town Manager** FLSA Status: **Non-Exempt**

**GENERAL PURPOSE:** Under the direction of the Town Manager, performs confidential and complex administrative support for the Mayor, Town Council, and Town Manager. Regular interaction with the Mayor, Town Council members, senior management, community leaders and other elected officials and dignitaries; and the advanced level of complexity and confidentiality of the work assigned.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Serves as representative to the public for the Town Manager, Mayor, and Council to include handling phone calls, visitors, and mail; responding to sensitive requests for information and assistance; provides information regarding Town rules, policies, and regulations in response to inquiries and complaints; and resolves citizen concerns and complaints.
- Supports the relationship between the Town and the constituent population by demonstrating courteous and cooperative behavior when interacting with residents, visitors and Town staff; enthusiastically promotes the Town's goals and priorities in compliance with all policies and procedures.
- Participates and assists in the administration of the Town Manager's office.
- Provides administrative support to executive level management including drafting correspondence, researching issues, preparing reports, and planning and coordinating special events.
- Assists Clerk's Office with records requests which involve Council Members or Town Management.
- Uses initiative and discretion to respond to requests/complaints, while keeping higher level management fully aware of situations. This position interacts with elected officials, and requires a high level of confidentiality of both verbal and written information.
- Maintains calendars for the Town Manager, Mayor and Council. Makes travel arrangements, reservations for dinners, banquets, groundbreaking, dedications, and other Council or Manager's activities. Prepares and/or arranges financial reimbursements for travel or events. RSVPs to events upon request.
- Prepares Council communications. Responsible for direct communication with the Town Council including drafting correspondence, researching requests, handling complex scheduling and travel arrangements, etc.
- Provides customer service to both internal and external customers, to include referral of inquiries to other departments, and follow-up to make sure the referral was concluded.
- Works with outside parties in coordinating meeting rooms for either Town events or meetings, or coordination for meetings of external parties to be held on Town premises.
- Coordinates ribbon cuttings for Town projects or events. Establishes invitation lists, coordinates some to all aspects of the event.

## **JOB DESCRIPTION**

## **Senior Administrative Technician**

- Interacts with all levels of government officials and dignitaries, including congressional and legislative delegation, tribal governments, elected officials from other counties, the Governor's office, and local, state and federal agencies, as well as the Chamber of Commerce, Yavapai College and other quasi-governmental agencies.
- Coordinates, attends meetings, and takes minutes as assigned.
- Establishes, maintains and forwards weekly updates to Mayor and Council.
- Prepares travel arrangement and reimbursement forms, maintains office supplies.
- Processes purchase orders and invoices for Town Manager and Assistant Town Manager, as well as Mayor and Council. Applies account codes to invoices, requisitions and purchase orders.
- Exercises a higher level of discretion and responsibility.
- Answers questions, routine and non-routine inquiries and requests for information by researching information, referring visitors to other departments, preparing responses, performing follow up.
- Maintains the integrity, professionalism, values, stated Mission and goals of the Town by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.

### **MINIMUM QUALIFICATIONS:**

#### **Education and Experience:**

High school diploma or equivalent and five years of experience in advanced administrative support or an equivalent combination of education, training and experience. One year of supervisory knowledge, preferred.

#### **Required Licenses or Certifications:**

- May require possession of a valid driver's license.

#### **Required Knowledge of:**

- Bookkeeping and basic Accounting.
- Modern office procedures, practices and equipment.
- Principles and practices of advanced administrative support.
- Basic understanding of the Town Council meeting and agenda process.
- Uses and applications of personal computers and various software applications.

#### **Required Ability to:**

- Keep opinions to oneself and provide a professional demeanor.
- Maintain a high level of organization for many different parties, be responsive to many different parties with a positive and "can-do" attitude.
- Develop and maintain effective working relationships with Mayor and Council, Town staff, external organizations, vendors, suppliers, community groups, other public jurisdictions and the general public.
- Provide excellent customer service.
- Carry out day-to-day activities in a manner that is honest responsible, fair, highly trained, and cost conscious.
- Perform daily activities in a manner that promotes teamwork in partnership with citizens, other agencies, and other employees.
- Establish and maintain various manual and automated records and filing systems.
- Assess and prioritize multiple tasks, projects and demands.
- Make decisions, maintain composure and work effectively under stressful conditions.
- Analyze, appraise and organize facts and present material in a concise and logical manner.
- Communicate effectively, both orally and in writing.
- Operate a personal computer utilizing a variety of business software.

**JOB DESCRIPTION**

**Senior Administrative Technician**

- Maintain strict confidentiality.

**Physical Demands / Work Environment:**

- Work is performed in a traditional office environment. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 25 pounds.

*Core values: Integrity, Teamwork, Respectful, Communication, Service, Leadership, Innovation*

| Classification      | Adopted  | Revised    | Retitled | Class Code / Range | FLS Designation | Step |
|---------------------|----------|------------|----------|--------------------|-----------------|------|
| New Job Description | 1/1/2016 | 11/05/2015 |          | 18                 | Non-exempt      |      |
|                     |          | 2/2021     |          |                    |                 |      |
|                     |          |            |          |                    |                 |      |

APPROVED: Laura Kyriakakis

DATE: 2/8/2021