



City of Kansas City, Missouri Job Class Specification

Job Title:	SENIOR ADMINISTRATIVE ASSISTANT	Department:	MULTI
Job Code:	1723	Status:	NONEXEMPT
		Grade:	NE-4

Summary

This is highly responsible administrative and/or supervisory work involving the processing of complex and technical documents in a moderate sized, multi-program technical unit.

Work is performed under general supervision, but employee is expected to exercise broad discretion and independent judgment. Work involves the analysis of information, solving administrative problems and devising improved systems, procedures and forms. Work involves meeting the public, explaining city rules and policies and handling complaints. Work is reviewed through written reports and periodic conferences.

Duties and Responsibilities

- Supervises and coordinates the functions and operations of an assigned work unit.
- Assists in the administration of agency operations; coordinates specialized programs as directed.
- Assists in the development, installation and execution of agency policies and procedures.
- Assists a division head in the administration of the division to which assigned; participates in and supervises the performance of routine operational tasks; suggests, for the benefit of general policy changes, those operational defects which should be remedied.
- Sees to the fulfillment of administrative detail; performs special assignments and submits reports based on such assignments; consults administrative superior on matters of general policy.
- Studies and develops revised procedures for the fulfillment of routine activities; receives difficult complaints; offers information to interested persons and groups; prepares correspondence.
- Analyzes revenues and expenditures; reviews budget estimates and assists in the determination of appropriations to be recommended by superior; analyzes divisional procedures in an attempt to conserve funds.
- Conducts surveys and collects information on operational and administrative problems; analyzes findings, makes reports, evaluates methods and procedures and recommends changes.
- Performs a variety of tasks involving liaison with other departments, agencies and groups; represents the department in meetings and conferences involving city officials, public and private groups.
- Assists in the preparation of long range planning studies on specialized management problems.
- Confers with persons in person or by telephone requesting service or making complaints on matters of general importance to the department; disposes of cases handled in accordance with established departmental policies and regulations.
- Maintains numerous records and makes reports as required.
- Performs related duties as required.

Technical Skills

Considerable knowledge of:

- The principles and practices of public administration or business administration.
- The principles and practices of office management and office equipment used.
- Research methods and techniques and methods of report presentation.

Working knowledge of:

- The rules, regulations and ordinances governing the organizational unit to which assigned.
- The principles and techniques employed in computerization of information.

Ability to:

- Organize, allocate, coordinate, and review the work of subordinates engaged in routine and complex assignments.
- Make significant decisions and exercise resourcefulness in meeting and solving problems.
- Prepare, analyze, and interpret accurate and complex reports.
- Establish and maintain effective working relationships with employees, municipal officials, and the general public.
- Effectively utilize human resources.
- Function as a constructive resource.

Education and Experience

Accredited Bachelor's degree;

OR

An equivalent combination qualifying education and experience to include the development and/or operation of administrative systems, programs, policies and practices.

**Certificates/
Licenses/Special
Requirements**

Must pass a background check as prescribed by the City.

**Supervisory
Responsibility**

Supervision may be exercised over a small group of subordinates.

**Supervision
Received**

General supervision is received from an administrative superior.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

7/85

Created

12/94, 9/99, 1/04, 9/06, 01/08, 11/16, 8/22, 6/2023, 08/2023, 12/2023

Revised