

**OPEN FOR KENT COUNTY EMPLOYEES AND PUBLIC
APPLICATIONS/RESUMES**

DATE POSTED:

MAY 3, 2024

POSTED BY:

DANIELLE PATTERSON

CLOSING DATE/TIME:

MAY 17, 2024/5:00 P.M.

All applicants must submit an up to date resume. We are located at 555 Bay Road, Dover, DE 19901; visit our website: www.kentcountyde.gov . Please contact our office at 302-744-2310 or email us at hr@kentcountyde.gov

Department of Administration

Administration

Classified, GRADE 2114

40 Hour Week

\$55,016/yr (Mid-Range)*

Based on experience/education the mid-range of the pay grade **may be offered as the starting wage.*

ADMINISTRATIVE COORDINATOR

General Description

The Administrative Coordinator position is a blend of executive level administrative support, management-level public policy analysis and communications strategy, and front-line customer service. An employee holding this position is the primary point of contact for the Commissioners' Office. The position also serves as "air traffic controller" for occupants of Central Administration.

The Coordinator works under the routine supervision of the Assistant County Administrator, however, an employee in this position works with a modest degree of supervision and exercises a high level of discretion and independent judgment over matters of significance. The employee sets daily assignments, deadlines, plans, and performs work autonomously, deferring to the Chief of Staff when matters are unclear or require management-level guidance. Work in this class is characterized by a variety of assignments requiring knowledge of communications tools, strategy, and trends, the overall organization of the Kent County Levy Court, programs under the County Administrator's jurisdiction, and the policies, views, and priorities of the County Commissioners. Most work occurs in a government office setting where professional behavior, attitude, and attire are required.

This position is considered exempt (salaried) under the Fair Labor Standards Act (FLSA).

Duties and Responsibilities

The functions listed below represent most of the time spent working in this position. Management may assign additional functions as necessary.

- Receives, screens, and refers telephone calls, queries callers and transfers or refers calls to appropriate staff or other offices, and answers technical or substantive questions regarding office/department operations.
- Receives and assists visitors to the office, queries visitors and directs them to appropriate staff or offices, and answers substantive questions regarding office/department operations for the purpose of facilitating the use of services.

- Receives and routes mail, directing items to other staff or County offices as appropriate. Prepares and sends outgoing mail.
- Assists the CA and ACA with constituent casework to receive, resolve, and refer problems and complaints.
- Prepares routine correspondence for own signature and program and policy correspondence for the signature of others, entailing a wide knowledge of the County's programs, activities, procedures, functions, and policies.
- Prepares complex correspondence and reports, using a desktop computer and standard office software, such as word processing, spreadsheets, databases, and/or desktop publishing.
- Maintains and monitors the usage of budget allocations, equipment, supplies, and assets in support of the department. Assists in the preparation of the departmental budget and in compliance with the approved budget.
- Assists in the planning, development, and execution of events.
- Maintains fiscal records, verifies transactions, and reconciles receipts and financial reports.
- Creates and edits presentations and spreadsheets (Microsoft PowerPoint/Excel).
- Proofreads longer and more complex documents for accuracy, grammar, and spelling. Edits complex documents to improve overall formatting and readability.
- Manages all departmental records in accordance with the County's Document Retention Policy, to include the management of the department's electronic document management platform.
- Makes suggestions to improve customer service, workflow, accuracy, communications, and other office functions.
- Manages special projects as assigned.
- Develops and posts content for the County's website content management system (CMS), social media sites, and other digital outlets.
- May supervise administrative support personnel, work-study students, and interns as assigned. Conducts periodic employee performance reviews. Ensures that all work is completed properly and in a timely fashion. Orients, trains, supervises, and develops assigned administrative support personnel.

Minimum Education and Experience Requirements:

Bachelor's degree in public administration, political science, communications, journalism, or related field or Associate's degree in public administration, political science, communications, journalism, or related field AND 2 (two) years of administrative experience. Working knowledge of MUNIS ERP also preferred.

Additional Requirements:

Basic principles and terminology of employment selection, position classification, salary administration, and staff development. Research methods, techniques, and sources of information regarding human resources administration. Good working knowledge of office terminology, procedures and equipment; Prioritize tasks with respect to importance and deadlines. Adjust priorities and adapt well to changes in assignment and priorities. Interpret and apply personnel laws, codes, rules and regulations appropriately. Use new technology and find ways to apply technology to tasks to increase speed, quality, or create new capabilities. Establish rapport and maintain positive working relationships.

Speak clearly and communicate effectively on a one-to-one basis for the purpose of obtaining information.

Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This is primarily a sedentary office classification although standing in and walking between work areas may be required.
- Occasionally lifting of objects up to 25 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person, before groups, and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator.
- Ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Essential Functions are regularly performed without exposure to adverse environmental conditions.

Notices:

Kent County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), Kent County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. This is an employment at-will position.

Employee Acknowledgement