
OFFICE AND FACILITIES COORDINATOR

DEFINITION

Under general direction, performs complex and varied technical and professional work required to provide administrative and work-flow support to administrative projects and programs; analyzes Authority administrative practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; develops, summarizes, and maintains administrative records; performs research and analysis; provides consulting services to Authority departments related to all aspects of programs and activities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Officer. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level classification. Incumbents at this level are capable of performing the full range of office management duties, including document preparation, record keeping, researching, compiling, and organizing information from various sources, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the Authority.

EXAMPLES OF TYPICAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical job functions.

- Screens calls, visitors, and incoming mail and directs public to appropriate locations and/or staff; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- Performs a wide variety of office administrative duties to support Authority operations, including filing, preparing mailings, creating documents, and ordering and maintaining office and other related supplies.
- Maintains office equipment, leases, and service contracts.
- Ensures all office operational, technological, and administrative needs are met by creating regular vendor and staff check-ins.
- Manages office vendor relationships, contracts, engagements, including, but not limited to utilities, facilities, and security.
- Manages insurance renewal and other key business-required documentation.
- Manages claims for property and liability insurance.
- Processes requests for Special Use Permits through defined process and protocols.
- Supports fleet management through vehicle documentation and record keeping, coordinating certain

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- service appointments.
- Supports safety program of Authority by coordinating vendors, inspections, and appropriate trainings.
- Maintains office facilities and space use, including furniture, equipment, vendor and consultant management.
- Compiles information and data for reports and special projects; assists in assembling reports, manuals, articles, announcements, and other informational materials.
- Maintains calendars and makes meeting arrangements; schedules meetings; arranges for necessary set-up and materials to be available at meetings, including audiovisual equipment.
- Gathers, assembles, updates, and distributes a variety of Authority information, forms, records, and data as requested.
- Maintains accurate records and files; ensures storage of records and complies with retention schedules.
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office practices, methods, and computer equipment and applications, including word processing and spreadsheet applications.
- Principles and practices of excellent customer service.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping principles and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively interacting with staff, representatives of outside organizations, and members of the public, including individuals of diverse socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Conduct complex research projects on a wide variety of topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Respond to and effectively prioritize multiple requests for service.
- Learn, interpret, and apply administrative and Authority policies and procedures.
- Compose correspondence independently or from brief instructions.
- Perform responsible clerical support work with accuracy, speed, and minimal supervision.
- Learn and understand the organization and operation of the Authority as necessary to assume assigned responsibilities.
- Organize, maintain, and update office filing systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment and word processing and

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- spreadsheet application programs.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Demonstrate sensitivity to and understanding of the diverse socioeconomic, cultural, physical and cognitive ability, and ethnic backgrounds of individuals encountered in the execution of Authority services and mission.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in business or public administration, or a related field and three (3) years of professional experience in office and/or facilities management.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives on sensitive matters and in interpreting and enforcing Authority policies and procedures.

EFFECTIVE: July 2023
REVISED: N/A
FLSA: Non-Exempt
FORM 700: No