

# Lake Havasu City, Arizona

## Class Description



**Title:** Administrative Specialist I  
**Department:** Multiple  
**Division:** Multiple  
**Grade:** CP6

**FLSA Status:** Non-Exempt  
**Job Code:** 21091  
**Updated:** 10/5/2025  
**Salary:** \$22.22 - \$32.23

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### General Definition of Work

Performs skilled administrative support to assigned department/division, performing a variety of administrative and clerical duties in support of the day-to-day operations by providing customer service, maintaining department files and records, and related work as apparent or assigned. Work is performed under the moderate supervision of the assigned supervisor.

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### Essential Functions

*The requirements listed below are representative of the knowledge, skill, and/or ability required and are subject to change as needs and job requirements change. Position assignments may vary. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

Provides administrative and clerical support to assigned department/division, commission, committee, etc.; prepares, drafts, and processes a wide variety of documents that may include agendas, applications, contracts, correspondence, forms, licenses, manuals, minutes, permits, and where knowledge of formatting and presentation is necessary.

Answers telephones and routes calls to the proper department or personnel; provides information; answers questions and responds to inquiries or complaints in a positive and professional manner; serves as receptionist for the department.

Acts as a liaison between departmental staff and Payroll; verifies departmental timecard records and submits for payroll processing.

Handles inquiries and resolve issues related to departmental office operations, exercising judgment to escalate matters when appropriate. Delivers exceptional customer service with a positive and professional demeanor.

Enters a variety of data into specialized computer software; checks and reviews a variety of data for accuracy, completeness, and conformance to established standards and procedures; enters and retrieves sensitive and restricted information into computer systems; runs queries and reports.

Gathers and assists with processing a variety of financial data and performing calculations to post statistical and other records applications, applying knowledge of policy and regulations.

Assists departmental staff in areas of need.

Supports in the preparation of comprehensive documents which may include annual audit financials, booklets, brochures, pamphlets, press releases, and reports.

Updates calendars and scheduling packets; schedules and coordinates appointments, conferences, meetings, or other events as needed or required.

Participate in meetings and departmental committees.

Assist in planning and coordinating events and activities to include making travel arrangements, scheduling teleconferences, scheduling training classes and course registrations, and creating detailed itineraries.

Prepares and maintains a variety of office and financial files, accounts, and other records; compiles information and verifies data; submits data to the correct department or individual for processing.

Monitors and maintains inventory of supplies, uniforms, and/or equipment for department needs.

Operates and maintains motor vehicles or other work-related equipment requiring a valid driver's license.

Other duties as assigned or apparent.

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### Minimum Qualifications

High School diploma or GED and moderate (1 – 3 years) experience in an administrative support role, or equivalent combination of education and experience. Valid Driver's License of the appropriate class.

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### Special Qualifications

May require specific certifications and/or licenses depending on departmental assignment.

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### Knowledge, Skills, Abilities & Temperament

#### General knowledge of the following:

Office administration practices and procedures; principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.

City organization, rules, policies, and procedures applicable to assigned function.

Record keeping, filing, and purchasing practices and procedures; administrative support procedures relating to the mission of the assigned department.

Financial terminology, methods, procedures, and equipment.

#### Skill in the following:

Skill in the use of personal computers, associated software packages, hardware, and peripheral equipment.

#### Ability in the following:

Independently maintain responsibility for a variety of routine to complex administrative activities; compose and prepare correspondence; type accurately at a speed necessary to meet the requirements of the position.

Set priorities and exercise sound independent judgment within areas of responsibility; stay organized and maintain office and specialized files.

Communicate effectively orally and in writing; compose a variety of memoranda, letters, and other document types; compile and analyze fiscal, statistical, and other information and data.

Maintain effective working relationships with associates, supervisors, vendors, contractors, other departments, and the general public.

#### Must possess the following Temperament:

Capable of adapting to various duties, often changing from one task to another of a different nature without loss of efficiency or composure.

Can use tact, discretion, and diplomacy in dealing with sensitive or confidential issues.

Adaptability for dealing with people who may be under considerable stress and/or dissatisfied with current conditions.

Accept responsibility for direction, control, or planning of an activity.

Remain courteous and professional in-person support, addressing basic inquiries and escalating complex inquiries as appropriate.

Maintain a welcoming and empathetic demeanor in all interactions ensuring a positive and professional experience.

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### Working Conditions

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This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires walking and sitting and occasionally requires standing, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

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