



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Administrative Coordinator</u>	NEW: <u>X</u>	REVISED: _____ <small>(Please check one)</small>
REPORTS TO: <u>Director, Resource Mgmt.</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>07/2025</u>
DEPARTMENT: <u>Resource Management</u>	JOB CODE: <u>600</u>	

SUMMARY:

Under general supervision, performs a variety of tasks including greeting the general public in person and by phone, determining the nature of their business, and directing them to appropriate individual, department or organization for assistance. Assists with informal resolution processes and identifies recurring issues. Provides departmental clerical support.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Acts as key department customer service representative to greet the public in person and on the telephone. Informs visitors of County policies and procedures. Actively listens to individuals' needs and refers them to the appropriate person, department, or organization for assistance in resolving their concerns. Collects data to provide information to leadership regarding problematic trends or issues.

Refers individuals to appropriate resolution resources and facilitates informal resolution processes.

Assists in surfacing issues to formal resolution channels.

Identifies new issues and opportunities for systemic change for the organization.

Cross trains with other Administrative Coordinator to enable backup of their critical functions.

Performs clerical duties in support of the department such as taking inspection requests, filing, scanning, processing documents for mailing, etc.

Assists with other duties as requested.

KNOWLEDGE AND SKILLS:

1. Advanced skill in the use of a personal computer, multi-line phone, and other office equipment.
2. Skill in the use of Microsoft Office (Word & Excel) and ability to learn industry specific software.
3. Advanced ability to effectively communicate both in writing and orally.
4. Ability to work independently and manage time effectively, determine priorities, recall directions and details, and to follow through to complete performance of essential functions.
5. Ability to develop detailed knowledge of County departments, their operations and responsibilities.
6. Ability to communicate with confidence and clarity, assertively advocating for ideas and solutions; and the ability to effectively manage conflict and influence outcomes.
7. Advanced skill in providing customer service to the public.
8. Ability to remain calm, tactful, and diplomatic in stressful situations.
9. Strong attention to detail.

WORK ENVIRONMENT:

This job operates in a professional office environment. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, large format printers and scanners, filing cabinets, and fax machines. This employee is routinely in contact with the public, members of other departments and representative of other entities.

PHYSICAL DEMANDS:

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

MINIMUM QUALIFICATIONS:

High school diploma or GED; minimum two years' experience in public-facing roles and clerical work.

PREFERRED QUALIFICATIONS:

Knowledge of construction or real estate terminology.
Current Missouri state notary public commission.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.