



CLASS SPECIFICATION

Class Title: Business Services Administrator
Department: CED/WSP
FLSA: Non-Exempt

Class Code: 1095
Grade: 15
Eff. Date: 12/23/2022

GENERAL PURPOSE

Under the general supervision of a department administrator, performs specialized and complex secretarial and administrative support work requiring the exercise of independent judgment.

EXAMPLE OF DUTIES

Provides in-person and over the phone professional customer service, directs to appropriate manager if necessary; assists the general public with filling out forms and applications; provides general information about the department, facility and the events; professionally receives and resolves customer complaints; enforces the venue policies and procedures.

Receives and distributes incoming mail and electronic communications.

Prepares and submits expenses for reimbursement; prepares purchase orders and requisitions. Receives cash and electronic payments and issues receipts; ensures all transactions are recorded.

Reviews documents and correspondence prepared for Director's signature to ensure conformity with agency policies, rules, procedures, grammar, and format.

Trains other clerical staff and orients new staff in the department.

When directed and authorized by a department administrator, creates and/or updates a department's (or division of a department) social media pages, prepares press releases for news media, newsletters, flyers and brochures.

Monitors offices supplies and sundries inventory and places orders for items as needed.

Composes and processes routine and special written correspondence, reports, forms, billings, payments, certificates applications or other materials; examines for accuracy and completeness.

Reviews and prioritizes correspondence; determines information to be extracted for further use; determines routing and filing; maintains records and accounts; compiles, computes and tabulates data for reports requiring some judgment as to content.

Researches and indexes proper material to keep the files current and to answer any inquiries that may arise.

Creates reservations and works with the event team in all areas of event production; communicates with renters in advance to meet their needs; actively collects rental fees and updates payment history; collects accurate and complete certificates of insurance from renters and vendors in a timely manner; maintains confidentiality and discretion of information.

Responsible for records retention and disposal according to state statute.

Assists with asset management software and entry.

May: assist the sales team with following up with leads and any other sales efforts; with event setup or take down; unlock or open facilities for renters; register guests and process payments for camps, clinics or leagues sponsored by the County; complete accident reports; assist with janitorial duties.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

High school graduation or equivalent, plus four (4) years of related full-time experience; an acceptable combination of education and experience may be considered.

2. Special Qualifications:

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in the Utah Code, and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

3. Necessary Knowledge, Skills, and Abilities:

Knowledge of: the facility and the events; modern office practices and procedures; proper use of grammar, spelling, punctuation; specialized duties required by the position; County, department, and venue policies, procedures, practices.

Skill in: keyboarding skills; data entry; using Microsoft Word and Excel; knowledge of social media use and posting; operating modern office equipment including computers and all applicable (i.e., booking and accounting) software programs/applications.

Ability to: record and transcribe minutes; exercise sound judgment; perform complex and specialized clerical work; receive and appropriately handle confidential files and information; work independently; perform mathematical computations rapidly and accurately; compose and edit documents; communicate effectively (orally and in writing); follow written and oral instructions; establish and maintain effective working relationships with supervisors, employees, other departments, vendors, and the general public.

WORKING CONDITIONS

May work extended flexible hours including evenings, weekends, and holidays in preparation for and during facility events. Lift and carry up to 25 lbs. Perform duties that require reaching, stooping, bending, leaning, lifting, and extended periods of standing. Ascend and descend ladders, equipment, and grandstand seating. Set-up and take-down displays, chairs, tables, and other types of furniture and equipment.



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The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.***