



MANAGEMENT SUPPORT SPECIALIST

Classification Specification

City of Springfield, Oregon

A classification specification defines the general character and scope of responsibilities of all positions within a job classification. This description does not list every duty for a given position; specific position assignments will vary depending on business needs.

General Information	
Classification Title	Management Support Specialist
Classification Code:	MGTSPC
Effective Date:	7/1/2011
Pay Grade:	B23-B24
FLSA Status:	Non-Exempt

Classification Summary

The Management Support Specialist is responsible for performing specialized functions in the areas of payroll, budgeting, accounting, library, or development services requiring a thorough understanding of applicable practices and procedures. Responsibilities will vary in accordance with assigned area of responsibility but could include; preparing, reviewing and validating financial transactions; testing and maintaining support systems; updating training materials and providing necessary training; coordinating the activities of one or more programs or subprograms; assisting with plan reviews and analysis; establishing project schedules and amending plans as needed; and maintaining all related procedural documentation and compliance.

Following are descriptions of the competency levels:

Journey Level – Applies some advanced skills to solve a variety of situations; may adopt procedures and processes; resolves most questions and problems.

Advanced/Lead Level – Applies advanced skills appropriate for the position or specialization; adapts procedures and processes as necessary; assignments are broad in nature and usually require originality and ingenuity.

Distinguishing Characteristics

- This is the second level in the Management Support series.
- This is a paraprofessional level classification.
- Management Support Specialists focus on how to carry out the operations of the process specified by higher level positions. This position has a choice as to how and when the operations are carried out, but not as to what operations constitute the process.
- May include lead responsibilities for lower level support staff.

Essential Duties	
<i>The duties listed below are a typical sample; position assignments may vary.</i>	
1	Performs complex recordkeeping and prepares various detailed documents and reports.
2	Gathers, processes, and retrieves/reviews a variety of data; assists with reviews and analysis.
3	Schedules activities and timelines and establishes project schedules, amending as needed.
4	Provides technical information to staff, vendors, and the public.
5	Prepares, reviews and validates financial transactions; prepares cost estimates.
6	Tests and maintains support systems; updates training materials and provides trainings.
7	Coordinates the activities of one or more programs or subprograms; maintains related procedural documentation and compliance; coordinates the selection, repair, purchase of certain equipment.
8	May provide lead direction in the form of technical and functional supervision for lower level support staff.
9	Actively supports an inclusive and respectful work environment.
10	Performs other duties of a similar nature or level.

Qualifications	
<i>An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.</i>	
Training & Experience: Associate's Degree, or two-year technical certificate; and sufficient experience as necessitated by the competency level of the position.	
<ul style="list-style-type: none"> • Journey Level: 3-5 years of progressively responsible experience related to area of assignment. • Advanced/Lead Level: 5 or more years of progressively responsible experience related to area of assignment. • Specialized knowledge specific to area of assignment may be required. 	
Licensing and/or Certification Requirements:	
<ul style="list-style-type: none"> • None 	
Knowledge Required:	
<ul style="list-style-type: none"> • Principles and practices of assigned area of responsibility; • Computer applications and other systems related to assigned area; • Research methods and recordkeeping techniques; • Basic budgeting principles; • Modern office methods and practices; • Data gathering and report writing techniques; • English language and grammar. • Applicable laws, rules, and regulations as pertinent to assigned area; • Inclusive and respectful work place practices. 	
Skills Required: <i>(Demonstrated skill in performing the following)</i>	
<ul style="list-style-type: none"> • Developing and maintaining respectful and inclusive work relationships; • Performing assigned duties in a safe manner; • Prioritizing and performing multiple tasks accurately; • Preparing reports and interpreting information; • Troubleshooting and coordinating/implementing resolution; • Accurately compiling and preparing a variety of data; • Using computers and related databases and software applications; • Applying and explaining applicable laws, regulations, policy and procedure within scope of position; 	

Qualifications

- Communication, interpersonal skills as applied to interaction with coworkers, management, the general public, etc. sufficient to exchange or convey information and to receive work direction;
- Working effectively with clients, co-workers, employees and supervisors from diverse backgrounds.

Physical Requirements

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents may be subject to travel.

Classification History

2009.06 – Draft prepared by Fox Lawson & Associates, LLC (CC)

2010.11 – Revisions by HR

2011.07 – Adopted