

As a Support Services Specialist you will perform a range of administrative support services including primary policy writing, records management, supply program, and facilities management and receptionist services.

### **JOB DESCRIPTION**

- Support Services Specialist
- This is a non-career, term job.
- Works under the direct supervision of the Support Services Manager or the Support Services Supervisor.
- Serves in the Support Services Department of the Office of Human Resources and Administrative Services in the Headquarters Office.

Provides a range of administrative support services and functions essential to the day-to-day operations of Airports Authority offices. Support includes policy writing, record storage, facilities and receptionist duties. Performs related functions.

### **GENERAL RESPONSIBILITIES**

- Writes a variety of technical documents including directives, policies, guidelines, memorandums, scope of work, reports, and/or manuals. Ensures content is of high quality and conforms to standards for technical accuracy, grammar, punctuation, readability, and document formatting.
- Administers the activity of the Airports Authority's offsite records management contract to ensure accurate and timely records storage, retrieval, and destruction of records in compliance with applicable legal and policy requirements.
- Serves as Contracting Officer's Technical Representative (COTR) for four service contracts totaling approximately \$150K and the primary office supply contract to purchase standardized office supplies, which support the day-to-day operations of Airports Authority offices.
- Prepares building announcements and notifications for Headquarters Office staff on interior/exterior buildings and grounds maintenance work, space planning and space utilization changes, and provides pertinent information on parking, building construction, building safety, and fire and evacuation drills.
- Serves as the department's budget coordinator. Assists Supervisor formulate the department's \$1.1 million annual budget requirements including preparation and submission of annual and forecasted estimated budget requirements for contract services. Compiles and analyzes budget expenditures and prepares, monitors and updates budget reports monthly, quarterly and at year-end for the Supervisor and Department.
- Works closely with the Supervisor to provide assistance with procurement of goods and services for the organization.
- Serves as a backup to the Corporate Receptionist.
- Performs other duties as assigned.

### **QUALIFICATIONS**

- Four years of progressively responsible experience in providing a variety of office/

administrative support services to include technical writing and records management services.

### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Ability to perform general analyses of data and information (including identifying the accuracy and relevance of the information), with emphasis on intermediate mathematics and basic statistics.
  2. Ability to develop and track budgets and monitor expenditures against budget.
  3. Ability to plan one's own work consistent with assignments, priorities, and other guides.
  4. Skill in using a computer and modern office software, with an emphasis on spreadsheet software.
- Ability to speak and write effectively, with emphasis on well developed skills to compose, proofread, and prepare documents.

### **PREFERRED QUALIFICATIONS**

- Experience providing administrative support services for an organization with multiple locations and/or units.
- Experience as a Contracting Officer's Technical Representative for office supply contracts for an executive office of twenty-five or more employees.

### **EDUCATION**

- A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience, and training.
- A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the three years of experience. For example, an Associate's Degree may substitute for two years of experience.

### **CERTIFICATIONS AND LICENSES REQUIRED**

- A state driver's license in good standing.

### **NECESSARY SPECIAL FACTORS**

- Work is typically reviewed in progress and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.