



## **ADMINISTRATIVE SERVICES COORDINATOR SENIOR**

**DEPARTMENT:** Financial and Management Services

### **NATURE OF WORK:**

Performs advanced administrative and supervisory work for the Department of Financial and Management Services. Work includes coordinating and supervising a clerical unit with a multiplicity of office functions. Manages the insurance claims program and Mail Center.

Involves considerable knowledge and understanding of organization's objectives, policies, and governing tenets in the performance of duties and responsibilities and activities are characterized by numerous coordinative and administrative requirements. Work is performed under the general supervision of the department manager and is reviewed through conferences, reports, and analyses of results obtained.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

Assists in management of the insurance claims program for the County, Service Authority, Williamsburg Area Transport, and other agencies covered under the County's insurance plan. Negotiates reimbursement for the County with insurance company to ensure adequate loss compensations are recovered. Develops and enforces insurance claims reporting procedures and forms for departmental use.

Audits all automobiles, property, theft, vandalism, and citizen injury report claims. Investigates and clarifies any discrepancies with the employee or supervisor prior to submitting or making contact with the insurance company.

Prepares reports for each loss along with the associated department costs. Prepare requisitions for department manager's signature for in-house losses and credits accounts for insurance reimbursements. Researches vendor files for invoice paperwork needed to complete transactions.

Maintains claims records for each department. Manages and collects reimbursement payments due from the insurance company or third party. Assists with resolving any disputed reimbursement due the County with the citizen or insurance company. Reconciles insurance purchase orders for vehicle repair work with Accounts Payable invoices. Handles invoice and work order credits to Fleet.

Instructs employees on insurance claims procedures and how to complete paperwork.

Processes requests for insurance certificates for County departments.

Acts as the claims adjustor for the County to settle insurance damage estimates. Investigates some on-the-scene accident when necessary. Determines where a vehicle is to be repaired for certain claims when necessary.

Coordinates with the insurance company for appraiser and/or salvage services when necessary.

Assists FMS Assistant Manager with developing the fiscal year budget by determining spending needs for various office accounts. Certifies the availability of funds for those accounts, approves requisitions, and payment requests.

Coordinates work flow within the division. Keeps Managers aware of project assignments due and of known problems that may affect the department.

Drafts or composes replies to correspondence for the Manager's signature, as necessary. Initiates replies when necessary and determines correct routes of misdirected correspondence for the Managers.

Prepares workload indicator reports which give a monthly account of insurance claims processed.

Manages the Central Mail Operations. Serves as liaison between the County and Post Office for mail pick-up services. Evaluates and recommends equipment purchase. Enforces postal rules and regulations mandated by the Post Office. Acts as the County's representative on the Postal Customer Council.

Provides training and guidance to ensure duties are performed in an efficient manner. Resolves day-to-day delivery or metered mail problems that are encountered.

Conducts job performance review for assigned staff, provides training and guidance, assigns duties to ensure instructions are understood and departmental needs are met.

Supervises administrative preparation of the annual budget document by assisting the FMS Manager and Assistant Manager with the development process. Coordinates and monitors the budget schedule ensuring established deadlines are met.

Prepares the outside agency funding request letters for the Manager's signature.

Contacts outside agencies for proposed funding information when budget submissions are overdue. Assists with general questions pertaining to the budget when necessary for the departments and outside agency representatives.

Determines number of proposed, adopted, and summary copies to be printed based on printing costs and last year's demand. Responsible for final document layout. Coordinates graphics work and printing schedules.

Prepares monthly and quarterly reports for the State Police Office.

Answers inquiries from the public and employees by telephone and/or office visits.

Responsible for advertising and maintaining public hearing records as required by the Auditor of Public Accounts. Coordinates agency filing compliance schedules for County and Service Authority audit reports with the Accounting Supervisor.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

May be required to report to work to serve customers during emergency conditions. May be assigned to report at a different time and location and to perform different duties as necessary.

Performs related work as required.

#### **JOB LOCATION AND EQUIPMENT OPERATED:**

Duties are performed primarily in an office setting. Operates computer keyboard, adding machine, telephone, copy machine, and postage machine.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Considerable knowledge of standard office practices and procedures, equipment, and its application to the area of assignment.

Considerable knowledge of department operations and organization.

Considerable knowledge of insurance claims processing skills.

Considerable knowledge of Postal Service regulations.

Considerable knowledge of County and department policies, procedures, rules, and regulations.

Considerable knowledge of laws and regulations that govern insurances.

Considerable knowledge of Workers' Compensation.

Ability to exercise mature independent judgment and make independent decisions in accordance with established policies, procedures, and guidelines.

Ability to learn and use specialized language and technical terms.

Ability to deal with complex insurance issues.

Ability to work effectively under pressure and within required time frames and to work on several projects simultaneously, maintain schedules, and meet deadlines.

Ability to perform office management details with minimal supervision.

Ability to prioritize, organize and perform work independently.

Ability to operate office equipment, as required, to accomplish the work assigned.

Ability to compose and prepare correspondence as well as express oneself clearly and concisely on complex subjects.

Ability to plan, assign, monitor, and supervise and evaluate the work of subordinates.

Ability to adjust to new and/or modified instructions and to accommodate varying situations on a continual basis.

Ability to establish priorities and organize diverse activities that maximize use of available resources and time management.

Ability to know the daily development and progress of work performed and to modify or initiate corrective actions, as appropriate.

Ability to identify problems and issues and to respond accordingly within defined areas of responsibility and authority.

Ability to evaluate administrative procedure and determine their effectiveness.

Ability to organize, coordinate, and delegate a large variety of tasks.

Ability to establish and maintain effective working relationships with employees, the public, and elected and appointed officials.

Ability to deal with public relation problems courteously and tactfully.

**MINIMUM QUALIFICATIONS:**

High school diploma or equivalent, supplemented by additional training in the area of assignment. Four years of secretarial experience or office management work, two of which must have been supervisory in nature including experience in claim handling, postal services regulations; or any equivalent combination of acceptable education and experience providing the knowledge, abilities, and skills cited above.

Revised: July 2006  
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# IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Administrative/Services Coordinator Senior Position Number: 607  
Department: FMS Division: Administration

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

**I. Mental Abilities:** General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to reason and make judgments
- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

**II. Verbal Abilities:** Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

**1. Speaking/Talking:**

- Answering telephone, radio, or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with others: Post Office and insurance representatives, claimants
- \_\_\_\_\_
- Not essential to job function

**2. Hearing/Listening:**

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function

**3. Reading:** (ability to read and understand text)

- Essential to job function
- Not essential to job function

**III. Numerical:** Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- Not essential to job function

**IV. Spatial Abilities:** Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

**V. Motor Coordination:** Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

**1. Manual Dexterity:** Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Use telephone      | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard               | <input checked="" type="checkbox"/> Use postage machine                    |
| <input type="checkbox"/> Use radio/console             | <input type="checkbox"/> Use hand tools                                    |
| <input checked="" type="checkbox"/> Use a calculator   | <input type="checkbox"/> Use power tools                                   |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____                                      |
| <input checked="" type="checkbox"/> Use a fax machine  | <input type="checkbox"/> Not essential to job function                     |

**2. Finger Dexterity:** Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**VI. Physical Demands:**

**1. Strength:** The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)	Frequency of Manipulation								
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
<b>Lift</b>		✓					✓		
<b>Push/Pull</b>		✓					✓		
<b>Hold/Carry</b>									

Manipulation done from:  ground to waist     waist level     waist to shoulder     above shoulder  
(Check all that apply)

Not essential to job function:  Lift     Push/Pull     Hold/Carry (Check all that apply)

**2. Climbing:** To move up or mount by using the hands or feet.

**Ladders**

**Stairways**

**Steps**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Step stool                               | <input type="checkbox"/> 1 flight                                 | <input type="checkbox"/> 1-2                                      |
| <input type="checkbox"/> 8' to 10' step ladder                    | <input type="checkbox"/> 2 flights                                | <input type="checkbox"/> 2-3                                      |
| <input type="checkbox"/> Extension ladder                         | <input type="checkbox"/> 3 or more flights                        | <input type="checkbox"/> 3-4                                      |
| <input type="checkbox"/> Other _____                              | <input type="checkbox"/> Other _____                              | <input type="checkbox"/> Other _____                              |
| <input checked="" type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function |

**3. Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

Duration (hours/day)	Occasionally						Frequently		Continuously	
	0-1	1-3	3-5	5-7	7-9	9+				
<b>Stand</b>	✓						✓			
<b>Sit</b>					✓					✓
<b>Walk</b>										
<b>Run</b>										

If walking or running, over what type of terrain?  flat     rough     both

Not essential to job function:  Stand     Sit     Walk     Run (Check all that apply)

**4. Stooping, Kneeling, Crouching, and/or Crawling:**

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

**Daily Amounts**

- 0-5x       5-20x       20-50x       50+x  
 Other \_\_\_\_\_       Not essential to job function

**5. Reaching, Handling, Fingering, and/or Feeling:**

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

**Daily Amounts**

- 0-5x       5-20x       20-50x       50+x  
 Other \_\_\_\_\_       Not essential to job function

**6. Seeing: To perceive or comprehend by the sense of sight.**

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)
- Not essential to job function

**VII. Driving: The ability to transfer or convey in a vehicle.**

<b>Transmission</b>	<b>Standard</b>	<b>Automatic</b>	<b>Multi-Gears</b>
Car	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			