

# NEW CASTLE COUNTY GOVERNMENT

Number 0154

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## CLASS SPECIFICATION

Date 02/08/22

**Title:** MAINTENANCE OFFICE ADMINISTRATOR

**Approved:**



**GENERAL STATEMENT OF DUTIES:** Performs supervisory and administrative work in the Department of Public Works; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class supervises communications and other office staff in the Department of Public Works operations area, coordinates activities and functions, and performs administrative tasks. Responsibilities include coordinating two-way radio, automatic vehicle locator (AVL), and reception operations; performing personnel and quality assurance reviews; coordinating security operations; and working on special projects as directed. Work is performed under general supervision and includes weekend and shift assignments as needed.

**EXAMPLES OF WORK:** (Illustrative only)

- Supervises all Department of Public Works communications staff and other office staff as required;
- Plans and assigns work, evaluates work performance, and trains subordinates;
- Develops office procedures and improvements and oversees the daily activities of the communications/dispatch office;
- Ensures adequate coverage of the communications/dispatch office, prepares work schedules, and resolves related problems;
- Maintains, reviews, and updates reference materials, maps, directories, emergency plans, training information, and other related information;
- Responds to telephone inquiries and other service requests;
- Maintains records pertaining to telephone, two-way radio, AVL, and security equipment;
- Coordinates the operation, installation, and repair of communication equipment in vehicles;
- Researches problems, prepares related reports, and makes recommendations;
- Assists section managers with special projects as requested;
- Performs the duties of communications staff when not performing supervisory duties;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Performs data entry and quality control reviews in the computerized work order system;
- Operates a personal computer and other related equipment in the course of the work.

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**REQUIRED KNOWLEDGE SKILLS, AND ABILITIES:** Thorough knowledge of the principles and practices of business and office management; thorough knowledge of street and highway systems in New Castle County; knowledge of GIS systems, good knowledge of Department of Public Works activities and areas of responsibility; good knowledge of office procedures and equipment; ability to work with multiple telephone lines and radios; ability to plan and supervise the work of others; ability to establish and maintain effective working relationships with other departments, employees, agencies, and the public; ability to maintain records and prepare reports; ability to follow complex oral and written instructions; ability to communicate courteously and effectively, both verbally and in writing; ability to evaluate problems and to draw valid conclusions under stressful conditions; tact and courtesy.

**MINIMUM QUALIFICATIONS:** At least five (5) years of experience in two-way radio communications work to include at least two (2) years of supervisory experience and completion of two (2) years of college in business administration or a related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

**ADDITIONAL REQUIREMENTS:** Must pass a Class III County physical examination and background check.

**HISTORY OF REVISIONS:**

Established: 03/14/95  
Revised: 07/01/97  
Revised: 02/01/00  
Revised: 11/01/03  
Revised: 07/11/13  
Revised: 02/08/22