



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### ADMINISTRATIVE SERVICES COORDINATOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Administrative Services Coordinator-B	B3011B	45	
Administrative Services Coordinator-O	B3011O	50	
Administrative Services Coordinator-A	B3011A	55	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

Plans, directs, or coordinates supportive services of an organization, such as record keeping, mail distribution, telephone operator/receptionist, and other office support services. May oversee facilities planning, maintenance and custodial operations.

#### Nature of Work

Administrative Services Coordinators plan, coordinate, and direct a broad range of services that allow organizations to operate efficiently. They might, for example, coordinate space allocation, facilities maintenance and operations, and major property and equipment procurement. They also may oversee centralized operations that meet the needs of multiple departments, such as information and data processing, mail, materials scheduling and distribution, printing and reproduction, records management, telecommunications management, security, recycling, wellness, and transportation services. Administrative services managers also ensure that contracts, insurance requirements, and government regulations and safety standards are followed and up to date. They may examine energy consumption patterns, technology usage, and personal property needs to plan for their long-term maintenance, modernization, and replacement.

#### Distinguishing Characteristics of Levels

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

#### Basic

- Assists with the coordination and implementations of administrative support services which includes, but are not limited to: secretarial, budgetary, information and data processing, payroll, procurement, and records management.
- Assists with program planning, development, and evaluation within a limited scope.

## ADMINISTRATIVE SERVICES COORDINATOR

### **Recommended Education and Experience for Full Performance**

High School diploma or GED and two (2) years of experience in basic accounting, and/or business/office administration.

### **Minimum Qualifications**

High School diploma or Equivalency and six (6) months of experience in basic accounting and/or business/office administration.

### **Operational**

- Manages services that allow organizations to operate efficiently.
- Provides a combination of supportive services such as personnel, fiscal, property management, and management information systems.
- Administrative support activity is of moderate scope.
- Participates in program management, planning, and evaluation.
- Responsible for program related budgets and employees.
- Coordinates activities with other agency units, maintains control and reporting systems.
- Ensures that federal, state, and local laws are complied with.

### **Recommended Education and Experience for Full Performance\***

Associates Degree in Business/Office Administration or related field and two (2) years of experience in basic accounting and/or business/office administration.

### **Minimum Qualifications**

High School diploma or Equivalency and one (1) year of experience in basic accounting, and/or business/office administration.

### **Advanced**

- Directs the development of program goals, activities, priorities, procedures, and operating manuals.
- Directs on-going program evaluation and approve changes affecting the program.
- Administrative support activity is of moderate scope.

### **Recommended Education and Experience for Full Performance**

Associates Degree in Business/Office Administration or related field and four (4) years of experience in basic accounting and/or business/office administration.

### **Minimum Qualifications**

High School diploma or Equivalency and two (2) years of experience in basic accounting, and/or business/office administration.

### **Knowledge and Skills**

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

### **Knowledge**

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

## ADMINISTRATIVE SERVICES COORDINATOR

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

**Economics and Accounting** — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

**Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

### Skills

**Speaking** — Talking to others to convey information effectively.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Coordination** — Adjusting actions in relation to others' actions.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Time Management** — Managing one's own time and the time of others.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Negotiation** — Bringing others together and trying to reconcile differences.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job

## ADMINISTRATIVE SERVICES COORDINATOR

**Statutory Requirements:** N/A

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 07/07/2001      **Revised:** 9/20/2011; 9/21/2015(Min Quals)

*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*