



## **CLASSIFICATION DESCRIPTION**

**TITLE: SENIOR STAFF ASSISTANT**

**JOB CODE: 9 (Non-Exempt)**

## **GENERAL DESCRIPTION OF DUTIES**

Under general supervision, the purpose of the job is to perform a variety of complex office support and/or secretarial duties for a specified unit/department. Employees in this classification perform both routine and non-routine administrative support duties as dictated by the nature of the work area. Position may be assigned to a large department and perform a broad array of generalized administrative support functions, or assignment may be to a specialized office wherein incumbents receive initial instruction in specific office operations. Position is distinguished from that of Staff Assistant, by the degree of accountability of the work, and greater latitude in exercise of independent judgment concerning assigned duties. Performs related work as directed.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Performs a wide variety of complex administrative support duties, e.g., customer service tasks, relaying and resolving routine telephone and/or walk-up inquiries, scheduling calendar items and meetings, generating a variety of standard documents and correspondence, processing forms, performing data entry, and establishing and maintaining records.
- Receives, processes, and/or prepares standard materials appropriate to assigned department, e.g., correspondence, memos, agendas, minutes, charts, permits, legal documents, orders, requisitions, ordinances, reports, manuals.
- Performs a wide variety of typing assignments which may be confidential in nature; operates a computer to enter data, draft, edit, revise, and print letters, tables, reports, and other materials.
- Greets and directs visitors/customers, as and when appropriate; resolves routine administrative problems and answers inquiries concerning activities and operations of department/division; maintains log of inquiries as required.
- Receives inquiries and requests from the general public and business community, through friendly, professional customer service skills, ascertains the needs of the customer and provides appropriate assistance and information; responds to escalated customer service issues.

- Performs a wide range of staff and/or operational support activities; may serve as a liaison with other departments on basic administrative and/or operational matters.
- Sorts, screens, and distributes incoming and outgoing mail; drafts or prepares responses to routine inquiries; prepares photocopies and facsimiles, and operates a variety of office equipment.
- Establishes, maintains, processes, and updates files, records, certificates, and/or other documents.
- Arranges meetings and conferences, schedules interviews and appointments, and performs other duties related to maintaining one or more individual schedules.
- May order, stock, and distribute office supplies.
- Performs standard, routine bookkeeping functions, which may involve general billing and cash receipt and accounting activities.
- Performs research and creates tracking systems.
- Performs related duties as directed.

#### **MINIMUM TRAINING AND EXPERIENCE**

High school diploma or GED; supplemented by four (4) years progressively responsible experience in customer service and general administrative support functions, which provides broad exposure and practical application of current office systems technology and associated software support systems; or an equivalent combination of education, training, and experience.

#### **LICENSES, CERTIFICATIONS OR REGISTRATIONS**

Must possess and maintain a valid Florida Driver's License.

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

- Ability to understand and follow verbal and written instructions.
- Skill in business English, e.g., correspondence formats, spelling, punctuation and grammar.
- Intermediate level business mathematics, including addition, subtraction, multiplication, division, percentages and decimals.
- Ability to utilize personal computers, standard office equipment and standard software applications, e.g., word processors, database software, spreadsheet applications.
- Ability to plan, organize, and coordinate schedules and meetings.
- Skill in routine administrative support functions, e.g., bookkeeping, data entry, typing, reports processing.

- Ability to generate routine correspondence, summaries and reports in a clear and concise manner; ability to compose correspondence, summaries and reports.
- Ability to establish and maintain effective records maintenance and file management systems; ability to read, update and maintain various records and files.
- Knowledge of pertinent federal, state and local rules, regulations, ordinances, and other regulatory standards applicable to the work.
- Ability to establish and maintain effective working relationships and communications with co-workers, internal/external customers, department management and the public.
- Ability to multi-task and manage high work volume.

### **PHYSICAL REQUIREMENTS**

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 35 pounds.
- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.