



## **CLASSIFICATION DESCRIPTION**

**TITLE: ADMINISTRATIVE ASSISTANT**

**JOB CODE: 12 (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 other administrative staff, 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 variety of essential record keeping duties, and maintains department record keeping and filing systems and relevant materials appropriate to assigned functional areas.
- Performs tasks including the coordination of the department budget; designing & establishing data collection processes; reviewing processes, activities, & the work of others for adherence and compliance to organizational policy and Federal and State laws and guidelines.
- Assists with budget management and cost control; reviews and processes departmental invoicing; prepares various fiscal reports, financial summaries, and consolidation reports; prepares various weekly, monthly, quarterly and annual reports as directed
- 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 verification and reconciliation tasks for invoices/receipts/balances according to department checks and balances procedures.
- Maintains, updates and reconciles various logs, reports, ledgers, files, databases, and spreadsheets.
- Performs a variety of highly complex and specialized administrative support functions promoting maximum office efficiency and effectiveness, e.g., analyzing data, typing, reports processing, documentation verification.
- Generates highly complex and specialized correspondence, articles, memos, agendas, orders, reports, forms, manuals, or other relevant materials appropriate to the assigned department; develops and generates material for executive public speaking engagements and official correspondence.
- Researches, prepares, and distributes various special reports, notices, and other relevant materials; completes and processes various forms required of the office.
- Answers escalated inquiries and requests from the general public and business community, ascertaining the needs of the customer and providing appropriate assistance and information through friendly, professional customer service skills; responds to escalated customer service issues.
- Communicates with City personnel, Department Heads, public agencies and the general public for the dissemination of information.
- Ability to resolve or direct departmental activities in the absence of the Director or Division head.
- Coordinates activities with other departments and work groups as needed.
- Performs related duties as directed.

### **MINIMUM TRAINING AND EXPERIENCE**

High School Diploma or GED; supplemented by three (3) to five (5) years progressively responsible customer service, clerical, administrative support, and accounting experience to include two (2) years within a lead capacity; 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.