



## Administrative Specialist (Public Works)

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

### JOB SUMMARY

Under general supervision, provides moderately complex to advanced administrative support for an assigned department or division of the City. Employees in this classification are responsible for moderately complex to advanced administrative duties that support efficient operations, quality customer service, and continued workflow for the area of assignment. Work includes the ability to multi-task in a fast-paced environment. Includes considerable exercise of independent judgment and initiative in responding to and resolving customer service issues.

### ESSENTIAL JOB FUNCTIONS (examples, not all-inclusive)

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.

- Screen incoming mail, visitors, and telephone calls and route them to the appropriate entity/department based on information obtained; assist the public by providing information concerning services provided, explain policies, procedures, and guidelines requiring interpretation; resolve problems within the area of assignment requiring research of background information.
- Serve as a liaison among Public Works, internal departments, and external agencies; communicate with the public and outside agencies to gather, clarify, and provide information, as well as facilitate referrals.
- Schedule, arrange and coordinate division activities, meetings, conferences, travel and various events; maintain, and coordinate division activities, meetings, conferences, travel, and various events; maintain a calendar of activities and resolve any conflicts in scheduling; may coordinate special events and activities for the department.
- Establish and maintain a variety of records, reports, logs, and files; develop reports concerning new or ongoing programs and program effectiveness; gather and compile information for various reports to include statistical reports.
- Participate in administrative duties relating to the area of assignment; compose and edit a variety of general correspondence, comprehensive reports, minutes of meetings, and agendas; verify the accuracy of the information, research discrepancies, and records.
- May participate in the formulation, preparation, and control of the departmental budget through the following: analyzes and reviews financial data in order to develop budget projections; consults with departmental officials regarding funding requests, organizational changes, expenditure levels,

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- budget justifications, and narratives; suggests cost-cutting alternatives; advises departmental personnel on budget problems, processes, and procedures.
- Requisition supplies and materials; may monitor the issuance and return of department tools, equipment, uniforms, and related materials.
  - Operate a variety of office equipment including copiers, facsimile machines, including copiers, facsimile machines, and computers; input and retrieve data and text; organize and maintain disk storage and filing.
  - May train employees on specialized software applications.
  - Performs customer service functions, e.g., such as greetings customers, answering the telephone, and directing persons to the proper entity/department.
  - Develops and implements procedures, forms, and filing systems to enhance administrative efficiency, including establishing and maintaining personnel file structures, determining record retention and destruction protocols, and overseeing filing procedures. Creates and establishes procedures, forms, and filing systems to improve efficiency in administrative operations.
  - Processes tree permit applications and forwards them for review and approval.
  - Maintains complex filing systems that support efficient retrieval and comprehensive audit trail for functional areas of responsibility.
  - Performs moderately complex administrative support duties, e.g., such as maintaining multiple electronic logs, lists, and records, reports, and operations files.
  - Creates and establishes new files/accounts applicable to the area of assignment, e.g., customer/vendor accounts, and case files.
  - Generates and prepares moderately complex departmental reports according to prescribed schedules and regulatory reporting requirements, e.g., weekly, monthly, quarterly, and annually.
  - Drafts, transcribes and proofs moderately complex correspondence and related communications documentation; ensures adherence to prescribed standards of business English, grammar, and diction.
  - Creates, maintains, and coordinates scheduling and work orders applicable to department operations; ensures efficient coordination of inter-departmental projects.
  - Monitors use of materials and supplies inventories; reorders to maintain appropriate stock levels.
  - Responds to requests for general information regarding department/division operations; and directs sensitive or complex matters to appropriate staff.
  - Prepares, enters, Prepares and tracks agenda items for commission meetings; coordinates timely completion of staff reports with Public Works management staff and other divisions, including scheduling departmental agenda review meetings, with Director/Manager/Supervisor/Administrative Services Manager, as required.
  - May assist with accounts maintenance activities specific to the area of assignment, e.g., processing fees and payments, P-Card transactions, calculating fees/charges, tracking budgetary activities, and preparing payroll time records.
  - May complete data entry of employee performance evaluations and monitor overdue evaluations.
  - May serve as backup to the Senior Administrative Specialist.
  - Acts as subject matter expert of the Work Order Management System for Public Works; creates, maintains, and coordinates the scheduling of work orders applicable for departmental operations; ensures efficient coordination of inter-departmental projects.
  - Performs other duties as directed.

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## QUALIFICATIONS

### Education and Experience:

High school diploma or equivalent. ~~Two to three (2-3)~~ A minimum of two (2) years of experience in a related field; or an equivalent combination of education, training, and experience. Additional qualifying experience or completion of coursework at an accredited college or university in a job-related field may substitute on a year-for-year basis for one year of the required experience or education. Possess or be able to obtain a valid State of Florida driver's license ~~within 30 days~~ by the date of hire.

### Knowledge, Skills, and Abilities:

#### Knowledge of:

- Use and operation of modern office technologies, e.g., Microsoft Office Suite, Work Order Management Systems, Accounting Software and associated applications.
- Customer service principles in application to effective and courteous communications.

#### Ability to:

- Multi-task in various areas of administrative support in a fast-paced environment.
- Communicate effectively in both oral and written formats.
- Accurately apply mathematical operations in budgetary/~~accounting-related~~ accounting-related functions.
- Respond to, research, develop, and recommend effective solutions to a wide variety of moderately complex issues applicable to functional areas of responsibility.
- Communicate effectively in both oral and written formats.

- ~~Knowledge of customer service principles in application to effective and courteous communications.~~
- ~~Knowledge of the use and operation of modern office technologies, e.g., Microsoft Office Suite, Work Order Management Systems and associated applications. facsimile machines, photocopiers, personal computers, and calculators.~~
- ~~Knowledge of the use and application of standard computer software packages, e.g., word processors, and spreadsheet applications.~~
- ~~Ability to multi-task in various areas of administrative support in a fast-paced environment.~~
- ~~Ability to communicate effectively in both oral and written formats.~~

### Supervision Received/Exercised:

- Receives administrative direction from the Public Works Director or ~~his/her~~ their Designee.
- Receives administrative direction from upper level supervisory staff.
- No supervisory responsibilities.

## PHYSICAL/MENTAL DEMANDS

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Tasks involve the ability to exert light physical effort in sedentary to light work, ~~but~~ which may involve ~~some~~ lifting, carrying, pushing, and pulling ~~of~~ objects and materials of light-weight ~~(5-10 pounds)~~. Tasks may involve extended periods ~~of time~~ at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.

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### WORKING CONDITIONS

Primarily office or indoor environment, with occasional exposure to outdoor environments and ~~for~~ exposure to environmental risks. This position is considered essential for disaster recovery efforts.

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General office setting: frequent interruptions and many deadlines to meet.

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