

Senior Administrative Specialist



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 the general direction of the Administrative Coordinator, provides highly responsible, advanced administrative support or a technical specialty for an assigned ~~division of the department~~department division. Employees in this classification are responsible for administrative duties that support efficient operations, quality customer service, and continued workflow for their area of assignment. Qualifications include the ability to multi-task in a fast-paced environment. This position reports directly to the Administrative Coordinator with regard to training, schedules, assignments, processes, procedures, and customer focus. The employee is expected to maintain their assigned work schedule and ~~to~~ be available in their assigned work area during regular working hours ~~with the exception of~~except for scheduled lunch and breaks. This position includes considerable exercise of independent judgment and initiative ~~in~~ when performing technical processes exclusive to the work unit.

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 or classification.

- Performs customer service functions, e.g., greets customers, answers telephones, and emails, and directs persons to the proper entity/department within the city or affiliated agencies.
- Maintains established procedures, forms, and filing systems for efficiency in administrative operations. Creates same under the direction of the Administrative Coordinator where necessary.
- Responds to inquiries from the general public regarding Business Tax requirements, permit application submittals, inspections, public records requests, lien searches, and all other areas of departmental operation.
- Maintains complex departmental documentation for adherence and processing according to prescribed regulatory and statutory standards.
- Creates forms and reports as necessary to maintain, improve, or streamline divisional processes upon ~~the~~ request of the Administrative Coordinator, Assistant Director, or Director.
- Interfaces directly with the Fire Marshall, Building Official, Chief Structural Inspector, and ~~s~~Structural ~~i~~Inspector with regard to occupational uses of commercial businesses.
- Communicates with all applicable inspection professionals on behalf of the customer ~~with regard to~~regarding permitting revisions, changes, comments, scheduling, etc., throughout the process of submittal, review, issuance, and inspection of residential building permits.

- Assists and educates customers on the use and process of applicable forms and procedures ~~with regard~~regarding to permits, Local Business Tax Receipts, Zoning Certificates of Use, Vacation/Short-term rental registrations, Certificates of Occupancy, and other applicable departmental areas of operation.
- Interfaces and coordinates with all Building Division disciplines.
- Performs advanced administrative support duties in maintaining complex records and documentation and maintains record retention processes that support efficient retrieval and comprehensive audit trail for the functional areas of responsibility.
- Processes tasks associated with sensitive or confidential issues, exercising appropriate discretion in all communication matters.
- Transcribes minutes from recorded departmental-associated board meetings, where necessary.
- Generates and prepares complex departmental reports according to prescribed schedules and regulatory reporting requirements, e.g., weekly, monthly, quarterly, and annually.
- Generates moderately complex correspondence and related communications, ensuring adherence to prescribed standards of business English, grammar, and diction.
- Performs moderately complex accounts maintenance activities specific to the area of assignment, including calculating fees/charges, processing fees, and payments, and reconciling payments received at the end of each day.
- Performs independent research and exercises judgment and initiative ~~for the purpose of resolving to~~resolve or ~~addressing~~addressing operational matters applicable to areas of responsibility.
- Performs other duties as directed by the Administrative Coordinator, Assistant Director, or Director.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent. Three (3) 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 customer service principles in application to effective and courteous communications.
- Knowledge of the use and operation of modern office technologies, ~~e.g., such as~~ 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 accurately apply mathematical operations in budgetary/accounting-related functions.
- Ability to respond to, research, develop, and recommend effective solutions to a wide variety of complex issues applicable to functional areas of responsibility.
- 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.

PHYSICAL/MENTAL DEMANDS

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.

WORKING CONDITIONS

General office setting: frequent interruptions while completing complex tasks with deadlines