

Administrative Coordinator **(Community Development)**



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 direction of the Community Development Director, performs highly responsible coordination and technical administrative support functions for an assigned department of the City. Employees in this classification are responsible for administrative and office management duties that support efficient operations, quality customer service, and continued workflow for the department. 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. Provides ~~for~~ oversight and supervision of more than one employee, including employee training, schedules, payroll processes, and ~~the~~ approval thereof. This position reports directly to the department director, acts as a liaison for the business community, and is the point of contact regarding office (building or space) management and public communications.

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.

- Supervises clerical and administrative staff in the operational and administrative support functions of assigned divisions and operational roles.
- Is the point of contact between general and administrative office personnel and management.
- Creates and establishes procedures, and oversees the creation of forms and filing systems to improve efficiency in administrative operations.
- Maintains and monitors complex departmental documentation for adherence and processing according to prescribed regulatory and statutory standards.
- Oversees the maintenance of accurate and complex record-keeping in filing systems that support efficient retrieval and comprehensive audit trail for functional areas of responsibility.
- Functions as the point of contact for coordination and training on department-specific computer software and peripheral equipment; coordinates maintenance, upgrades, and service with system vendor.
- At the direction of the Community Development Director, creates, coordinates, and facilitates on and off-site workshops, expos, and events for and on behalf of the local business community.
- Prepares Agenda Item Reports at the direction of the department director.

- Generates and prepares complex departmental reports according to prescribed schedules and regulatory reporting requirements, e.g., weekly, monthly, quarterly, and annual.
- Generates complex correspondence and related communications documentation, ensuring adherence to prescribed standards of business English, grammar, and diction.
- Creates, maintains, and coordinates scheduling and work processes applicable to department operations; ensures efficient coordination of inter-departmental activities and projects.
- Oversees the maintenance of accounting activities specific to the area of assignment, e.g., processing fees and payments, calculating fees and charges, and the reconciliation of cashier drawers at the end of each day.
- Assists the department director with budgetary maintenance.
- Performs procurement duties on behalf of the department independently, at the instruction of the department director, and with the assistance of city procurement staff where necessary.
- Develops, recommends, and implements (upon approval) new policies and procedures when applicable to work processes es to improve operations.
- Performs research involving independent judgment and initiative ~~for the purpose of resolving to~~ resolve or addressing operational matters applicable to areas of responsibility.
- Responsible for customer service oversight, supervision, conflict resolution, and customer satisfaction.
- Performs other duties as directed.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent. A minimum of five (5) 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 effective office management principles and practices.
- Knowledge of the use and application of standard computer software packages, e.g., Microsoft Word, Excel, PowerPoint, etc.
- Ability to effectively coordinate and guide the activities of staff engaged in clerical/administrative support functions in assigned functional areas.
- 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 and many deadlines to meet. Off-site event coordination and facilitation.