

# 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 general direction, provides highly responsible and advanced administrative support for the Utilities Department and City Engineer's office. -Employees in this classification are responsible for complex administrative and clerical 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, exercising considerable independent judgment and initiative in responding to and resolving internal and external 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.*

- Creates and establishes procedures, forms, and filing systems to improve efficiency in administrative operations.
- Prepares, maintains, or monitors complex departmental documentation with accuracy, for adherence and processing according to prescribed standards, e.g., City Commission agenda items, contracts, agreements, operating policies and procedures, regulatory standards, descriptive statistics, etc.
- Drafts letters/memorandums and follow-up of-on routine matters, prepares and processes personnel-related documents and forms, and prepares supervisors' monthly minutes.
- Maintains complex filing systems that support efficient retrieval and comprehensive audit trail for functional areas of responsibility.
- Processes tasks associated with sensitive or confidential issues, exercising appropriate discretion in all communication matters.
- Performs advanced administrative support duties in maintaining complex records and documentation for the functional areas of responsibility.
- 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 documentation; ensures 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.

- Performs moderately complex accounts maintenance activities specific to the area of assignment, e.g., processing fees and payments, calculating fees/charges, preparing the budget, tracking budgetary activities, and preparing payroll time records.
- Develops, recommends, and implements (upon approval) new policies and procedures when applicable to work processes es to improve operations, etc.
- Performs research involving independent judgment and initiative ~~for the purpose of resolving or addressing~~ to resolve or address operational matters applicable to areas of responsibility.
- Manages and files ~~a variety of~~ various correspondence, documents, requests, and other forms/materials from various regulatory agencies.
- Coordinates and assists the City Engineer's office in preparing, where applicable, and managing various documents including, but not limited to, plans, developer's agreements, regulatory forms, and project closeout documents for City Commission approval.
- Schedules and maintains the Utility Director's calendar. Reviews and sorts incoming/outgoing mail.
- Schedules, coordinates, and prepares meeting materials, reserves venues, and invites participants, etc.
- Punctuality and regular attendance are essential functions of this position.
- Must be available to work during emergencies for extended periods, if required.
- Performs other duties as directed.

### QUALIFICATIONS

#### **Education and Experience:**

High school diploma or equivalent. Three (3) to five (5) years of experience with at least two (2) years as an administrative specialist or equivalent position 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 by the date of hire. ~~Must have a valid State of Florida driver's license with good driving record.~~

#### **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., facsimile machines, photocopiers, personal computers, and calculators.
- Knowledge of the use and application of standard computer software packages, e.g., Emails, word processors, spreadsheet applications, Power-Point, etc.
- Ability to accurately apply mathematical calculations in budgetary/~~accounting-accounting~~-related functions or preparation.
- Ability to respond to, research, develop, and recommend effective solutions to ~~a wide variety~~ various ~~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~~ lightweight (5-10 pounds). Tasks may involve extended ~~periods of time~~ periods 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.