

Administrative Specialist (Utilities)



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 a wide range of 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 with 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. Each department may have responsibilities unique to their operations that may be added at the director's discretion of equivalent complexity. -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 customer service functions, e.g., greets customers, answers telephone, directs persons to proper entity/department.
- Creates and establishes procedures, forms, and filing systems to improve efficiency in administrative operations.
- 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., 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, case files, etc.
- Generates and prepares moderately complex departmental reports with accuracy, including agenda items, if required, according to prescribed schedules and regulatory reporting requirements.
- 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.
- Identifies and resolves problems with vendor accounts and maintains accurate and complete vendor files, including payment.

- Responds to requests for general information regarding department/division operations; ~~-, and~~ directs sensitive or complex matters to appropriate staff.
- Performs moderately complex accounts maintenance activities specific to the area of assignment, e.g., processing fees and payments, calculating fees/charges, assisting and tracking budgetary activities, and preparing and proofreading payroll time records.
- Assists in processing agreements related to engineering /development projects, if required.
- 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. Two to three (2-3) 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 by the date of hire~~ Possess or be able to obtain a valid State of Florida driver's license within 30 days 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., facsimile machines, photocopiers, 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 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 some exposure to disagreeable environmental factors.

WORKING CONDITIONS

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