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| <b>Job Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Administrative Assistant I</b>                                         |                                                                                             |           |
| <b>Department/Group:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                           | <b>Supervisor:</b>                                                                          |           |
| <b>Location:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Madeira Beach City Hall<br>300 Municipal Drive<br>Madeira Beach, FL 33708 |                                                                                             |           |
| <b>Level/Salary Range:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$13.03 - \$24.95                                                         | <b>Position Type:</b>                                                                       | Full Time |
| <b>HR Contact:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                           | <b>Date Posted:</b>                                                                         |           |
| <b>External Posting URL:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | www.madeirabeachfl.gov                                                    | <b>Posting Expires:</b>                                                                     |           |
| <b>Applications Accepted By:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                           |                                                                                             |           |
| <b>FAX OR E-MAIL:</b> (727) 399-1131 OR<br><a href="mailto:humanresources@madeirabeachfl.gov">humanresources@madeirabeachfl.gov</a><br><br><b>Subject Line:</b> Administrative Assistant I<br><b>Attention:</b> Recruiting or Human Resources Department                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                           | <b>MAIL:</b><br><br>City of Madeira Beach<br>300 Municipal Drive<br>Madeira Beach, FL 33708 |           |
| <b>Job Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                           |                                                                                             |           |
| <p><b>ROLE AND RESPONSIBILITIES</b></p> <p>Under the direction of respective Department Director or designee, the Administrative Assistant provides clerical support to the respective City Department.</p> <ul style="list-style-type: none"> <li>• Attends work as scheduled.</li> <li>• Answers multi-line telephone, routing calls, retrieving/taking and distributing messages, coordinating meetings and other activities.</li> <li>• Provides information and assistance to residents and other members of the public.</li> <li>• Word processing of correspondence, forms, documents, reports and similar text.</li> <li>• Enters data into complex specialized software programs and generating reports.</li> <li>• Files correspondence, forms, documents, reports, purchase orders and other miscellaneous documents.</li> <li>• Implements department decisions within established parameters.</li> <li>• Records and types minutes of meetings as required.</li> <li>• Orders, researches, and obtains quotes and inventories supplies and equipment; prepares purchase orders for Department Director approval.</li> <li>• Reviews invoices for receipt of goods and services and verifying appropriate charges.</li> <li>• Sorts and distributes incoming mail and preparing outgoing mail.</li> <li>• Prepares cash drawer, if applicable.</li> <li>• Maintains various administrative records in compliance with records retention requirements.</li> <li>• Performs complex secretarial tasks in an independent nature.</li> <li>• Performs tasks in a confidential manner when necessary or requested (i.e. HIPPA).</li> <li>• Archives inactive records.</li> <li>• Provides coverage or</li> <li>• Back-up for the front desk and switchboard as required.</li> <li>• Other duties as assigned.</li> <li>• Interacting with Computers – Using computers and computer systems (including hardware and software) to set up functions, enter data and process information.</li> <li>• Getting Information – Observing, receiving, and otherwise obtaining information from all relevant sources.</li> </ul> |                                                                           |                                                                                             |           |



- Performing Administrative Work– Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting and Processing Information – Observing, receiving, and otherwise obtaining information from all relevant sources. Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Documenting/Recording Information – Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Organizing, Planning, and Prioritizing Work – Developing specific goals and plans to prioritize, organize, and accomplish our work.
- Establishing and Maintaining Interpersonal Relationships – Developing constructive and cooperative work relationships with others, and maintaining them over time.
- Communicating with Supervisors, Peers, or Subordinates – Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside the Organization – Communicating with people outside the organization, representing the City to customers, the public, other government entities, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

Previous experience as administrative assistant or senior clerical with at least two years experience in position of responsibility. The applicant must have demonstrated the ability to perform job functions listed, either through related experience or specialized training. A high school graduate (or GED equivalent) with course work in word processing and related office procedures is required.

#### **PREFERRED SKILLS**

##### ***Knowledge***

- Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms and other office procedures and terminology.
- Customer and Personal Service – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Computer and Electronics – Knowledge of software including applications. Knowledge of fax machines, postage machines, and copiers.

##### ***Skills***

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Speaking – Talking to others to convey information effectively.
- Time Management – Managing one's own time and prioritizing work load and schedule.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.



#### **Abilities**

- Oral Comprehension and Expression – The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Expression – The ability to communicate information and ideas in writing so others will understand.
- Special Recognition and Clarity – The ability to identify and understand the speech of another person and the ability to speak clearly so others can understand you.
- Near Vision – The ability to see details at close range (within a few feet of the observers).
- Problem Sensitivity – The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

#### **ADDITIONAL NOTES**

- Physical Requirements - This job requires 85% of the workday sitting at a desk with 15% of the time spent walking, bending, stooping, twisting, turning, and occasionally lifting weight under 25#.
- Eye-hand coordination is required for the use of calculators, computers, fax and copy machines.
- Reasonable accommodation consideration will be made for otherwise qualified individuals as defined by the Americans with Disability Act.
- Environmental Features – This position requires working indoors in environmentally controlled conditions. May require accepting criticism and dealing calmly and effectively with high stress situations.
- Therefore it is imperative to maintain composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior even in very difficult situations.
- This position requires being open to change (positive or negative) and to considerable variety in the workplace.
- Able to work overtime, civil defense recall and occasional weekend and holidays as required.

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| Reviewed By:     |  | Date: |  |
| Approved By:     |  | Date: |  |
| Last Updated By: |  | Date: |  |