

**CITY OF COCONUT CREEK
JOB DESCRIPTION**

JOB TITLE: Senior Staff Assistant
DEPARTMENT: Various
FLSA STATUS: Non-exempt

GENERAL PURPOSE:

Performs senior level administrative support functions, which involve coordinating the dissemination of departmental and City information, developing filing systems, and coordinating internal administrative support work. Work performed is both routine and non-routine administrative support duties as dictated by the nature of the work area. Position is distinguished from that of Staff Assistant, by the degree of accountability of the work. Work is performed under general supervision with limited latitude. Position exercises some judgment in accordance with well-defined policies, procedures, and techniques.

EXAMPLES OF ESSENTIAL FUNCTIONS:

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 classification. 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 a wide variety of complex administrative support duties, e.g., customer service tasks; relaying and resolving routine telephone and/or walk-up inquiries; scheduling appointments, calendar items and meetings; generating a variety of standard documents and correspondence; processing forms manually and online; performing data entry into various systems; and establishing and maintaining records in accordance with the State of Florida public records retention schedule; duties will vary based upon assigned department
- Receives all incoming telephone calls, answers general inquiries and forwards to appropriate person, or division, or takes and routes a clear and concise message
- Receives, processes, and/or prepares standard materials as required by assigned department, e.g., correspondence, memos, agendas, minutes, charts, permits, legal documents, orders, budget documents, requisitions, travel requests, ordinances, reports, manuals, work orders, grants, department specific logs and/or inventories
- Handles inquiries and complaints from residents with professionalism and tact
- Greets all customers with a friendly demeanor and graciously directs to the appropriate staff member
- Provides general information and assistance to customers; routes for follow-up when needed
- Receives, sorts and distributes incoming mail to appropriate areas

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- Scans, photocopies, and distributes a diverse range of City documents
- Prepares spreadsheets and PowerPoint presentations as needed
- May be required to assist in budget preparation and submission of financial documents
- Maintains, organizes, scans, and indexes records and files as required by assigned department in compliance with State of Florida public records retention
- Assists in processing and coordinating public records requests in accordance with State of Florida Public Records Law and City requirements
- Assists in organizing department and/or City events as needed
- Consistently interacts with a variety of people including, but not limited to, City employees, managerial staff, the general public, etc. with a professional and courteous demeanor
- Punctuality and regular attendance are essential functions of this position
- Performs other related duties as assigned and/or required

Performs specific duties based on department / division assignment. For example:

City Commission:

- Organizes and informs City officials of conferences and meetings
- Prepares travel-related documents for elected officials

Finance and Administration:

- Assists with administrative support aspects of budget preparation
- Compiles and submits required financial and budget documents to various state of Florida departments
- Assist in the compilation of the City's Comprehensive Annual Financial Report (CAFR)

Human Resources:

- Scans and electronically indexes confidential personnel files, employment applicant documents, and archives in accordance with retention schedules
- Assists with the recruitment process, including distrusting job postings, updating the job line, preparing application packets, scheduling applicant exams, scanning applicant documents, and entering information into applicant tracking systems
- Assists in with the data entry of information into the City's HRIS system

Information Technology:

- Logs and assigns citywide help desk requests
- Assists with scheduling repairs of IT related assets and with the tracking of IT inventory

Parks and Recreation:

- Registers park and recreation and fitness program participants, inputs monies, and maintains accurate records for financial reconciliation

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- Handles all youth sports organizations permit processing and field requirements for Park Rangers
- Handles P-Card transaction and balancing
- Manages department Leave System
- Skilled in RecTrac Program

Police:

- Manages transcription request for the department
- Assists the Criminal Investigations division with scheduling
- Tracks and maintains information related to various interactions between the City and other law enforcement agencies

Public Works:

- Inputs and extracts data using the City's Work Order system
- Provides assistance regarding concerns and issues related to garbage collection services such as residential pickup, recycling, bulk pickup and commercial recycling program
- Assists with records, permitting, budget review, grant administration and payment processing for public work projects
- Is responsible and accountable for departmental petty cash fund including distribution, backup documentation, reconciliation, and replenishment.
- Provides assistance regarding concerns and issues related to the City's Community Bus program
- Maintains, tracks, and updates emergency right-of-entry agreements
- Has Notary Public Certification

Utilities and Engineering:

- Maintains records of licenses obtained by employees that are required for city positions

MINIMUM QUALIFICATIONS:

High school diploma or GED required supplemented with up to two (2) years of directly-related administrative support experience; equivalent combination of education, certification, training, and / or experience may be considered.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of standard office practices, procedures, equipment, business math, and administrative support techniques
- Knowledge of the English language including the meaning and spelling of words, rules of composition, and grammar
- Knowledge of Microsoft Office products (Word, Outlook, and Excel) or similar computer software

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- Knowledge of department and city rules, regulations, policies and procedures
- Skill in resolving complex problems independently
- Ability to organize and prioritize work, as well as to balance business needs, employee needs, and business risk
- Ability to quickly and independently learn new software
- Ability to multi-task while working with tight deadlines and shifting priorities
- Ability to maintain a high level of confidentiality
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to regularly attend work and arrive punctually for designated work schedule

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Tasks may involve extended periods of time at a keyboard or work station.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

SENSORY REQUIREMENTS:

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

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The job description does not constitute an employment agreement between the City and employee and is subject to change by the City as the needs of the City and requirements of the job change.

The City of Coconut Creek is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, The City provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Job Title

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date