

**CITY OF COCONUT CREEK
JOB DESCRIPTION**

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

GENERAL PURPOSE:

Performs entry-level work in administrative support functions. Work may include coordinating the dissemination of departmental and City information, developing filing systems, and performing internal administrative support work. Work is performed with limited supervision and is periodically reviewed by supervisor.

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.

- Receives all incoming telephone calls, answers general inquiries, and forwards to appropriate person, or division, or takes a message
- Handles 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, and routes for follow-up when needed
- Receives, sorts, and distributes incoming mail to appropriate areas
- Types, enters data, manages calendars, and performs other clerical duties of a technical nature as necessary
- Composes routine correspondence, memos, etc. using word processing software
- 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
- Assists with sorting and filing documents
- Maintains, organizes, and scans records and files
- 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
- Performs other related duties as assigned

CITY OF COCONUT CREEK JOB DESCRIPTION

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

Community Relations:

- May assist with the weekly city newsletter
- Assists in organizing city events such as Butterfly Festival and the Citizen's Academy

City Clerk:

- Assists with the preparation and distribution of Agendas for official public meetings and supporting documents
- Drafts and prepares minutes of official public meetings
- Attendance at night meetings may be required
- Assists with and may perform scanning and electronically indexing files and archives in accordance with State Records Retention schedules
- May perform duties related to the citywide Records Management Program
- May assist in processing and coordinating public records requests in accordance with State of Florida Public Records Law and City requirements

City Commission:

- May organize and inform City officials of conferences and meetings
- May prepare travel-related documents for elected officials

Finance and Administration:

- Assists with administrative support aspects of the Purchasing Division
- Assists with administrative support aspects of Budget Preparation
- Performs reception duties
- Assists with departmental office coverage
- Maintains department's internet and intranet content
- Assists with records management/requests

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 distributing 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:

- May assist in logging and assigning city-wide help desk requests
- Assists with scheduling repairs of IT related assets and with the tracking of IT inventory

Parks and Recreation:

CITY OF COCONUT CREEK JOB DESCRIPTION

- Assists with park and participant recreation program registrations, accepts monies for registration, and maintains accurate records for financial reconciliation
- Assists with maintaining park reservation appointment schedules and recreation activity calendar

Public Works:

- May input and extract data using the City's work order system
- May provide assistance regarding concerns and issues related to garbage collection services such as residential pickup, recycling, bulk pickup and commercial recycling program
- Assists in the records, budget review, payroll, and payment processing for public work projects
- Responds to inquiries for the Community Bus program

Utilities & Engineering:

- Inputs and extracts information from the work order system
- Familiarity with City utilities functions, such water, wastewater, stormwater, and/or streets, preferred

MINIMUM QUALIFICATIONS:

High school diploma or GED required, supplemented by one (1) year 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, 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)
- Knowledge of department and city rules, regulations, policies and procedures
- Skill in resolving complex problems independently
- Skill in business math and analytical work
- 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 proofread and pay close attention to details
- 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

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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