

**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 calendar items and meetings, generating a variety of standard documents and correspondence, processing forms, performing data entry, and establishing and maintaining records
- Prepares agendas for the Code Enforcement Special Magistrate hearings and Code Fine Reduction Board Meeting
- Records and transcribes minutes from monthly hearings
- Compiles legal documents needed for meetings, prepares and mails notices of hearings, and Special Magistrate actions to property owners; prepares and issues notices to respondents
- Assists the Special Magistrate with inquiries and research on cases
- Prepares roll call sheet and sign-in sheet for meetings
- Reviews and complete all orders
- Files case documents (Courtesy Notice, Written Warnings, and any related backup) in paper form
- Files Special Magistrate case documents (Summons, photos, Affidavits, etc.) in paper form
- Scans all non-digital documents into corresponding cases
- Files all returning Green Cards into cases, including scanning

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- Posts all Summons for upcoming hearings in City Hall
- Acts as records retention liaison for all Public Records related to code to ensure compliance with requirements
- Packages and logs all records ready for disposal in compliance with requirements, including disposing of all digital copies as required
- Process all Code of Ordinance supplements into binders and dispose of outdated pages
- Maintains list of accounts with permits on HOLD status to ensure holds are removed when permit requirements are met
- Maintains any other lists management deems necessary (like Accruing Fines cases, Liens, etc.)
- Receives all incoming telephone calls, answers general inquiries and forwards to appropriate person, or division, or takes a message
- Receives, processes, and/or prepares standard materials appropriate to assigned department, e.g., correspondence, memos, agendas, minutes, charts, permits, legal documents, orders, requisitions, ordinances, reports, manuals
- 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; routes for follow-up when needed
- Receives, sorts and distributes incoming mail to appropriate areas
- 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
- Sorts and files divisional and departmental 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
- Punctuality and regular attendance are essential functions of this position
- Performs other related duties as assigned and/or required

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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, business math, and administrative support techniques
- Knowledge of the English language including the meaning and spelling of words, rules of composition, and grammar

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- Knowledge of Microsoft Office products (Word, Outlook, and Excel) or similar computer software
- 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