

Town of Kenneth City
Job Description - Administrative Assistant

Position Purpose:

The Administrative Assistant supports the Town Manager, Town Clerk and other Town support staff, and serves as the first point of contact for all visitors to Town Hall, and the Town Building Departments. This is a full-time Position – 40-Hours Per-Week (Non-Exempt).

Responsibilities:

Under the direction of the Town Manager, the person in this position performs varied administrative office duties of a complex nature. The incumbent is expected to exercise independent judgment, and to make decisions regarding non-routine questions and work methods. The position requires exceptional customer service, including strong interpersonal and written communication aptitudes. Additional capabilities of the incumbent include the ability to type, proficiency in and knowledge of entering and maintaining information into databases, updating files, processing forms, researching information, managing records, scheduling appointments, providing information to callers and/or walk-in citizens and maintaining knowledge of the organization's policy and procedures.

Work is reviewed through observation, review of work products, and results obtained. Tasks include public contact, purchasing, payroll, and assisting in the management of public records.

Essential Functions:

- Provide advanced level of comprehensive administrative support, responding to public inquiries, screening calls and acting as a liaison between citizens, staff, and supervisors, while exercising independent judgment and decisions.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals; assists callers with information, as needed.
- Review and verify source materials to determine accuracy and completeness of information; follow up to correct or complete data of any and all database entries.
- Input information into databases, including records maintenance
- Research, design, and manage production of quarterly Town newsletter, with prior review by administrative staff before posting.
- Coordinate, manage, or maintain filing systems and recording of information.
- May compose documentation, notes, or reports, and assist with special projects as directed by Town Manager or Town Clerk.
- Assists Management Analyst in preparation of preliminary research or compiling of data associated with the Town Budget.
- Manages, inputs, and generally oversees Town social media functions, including preparation of a quarterly newsletter through use of Facebook, Town Website, Constant Contact, and other social media platforms.
- Assists Town Clerk in compilation of materials associated with regular Town Council meetings, special projects, business tax receipting, accounts payable, and other front counter permitting needs.

- May greet visitors or employees and address their inquiries, or direct them to the appropriate individuals according to their needs.
- May schedule or confirm appointments or meetings; may maintain complex scheduling and/or event calendars and determine best course of action when conflicts occur.
- May prepare agendas and meeting materials.
- Operate office equipment, fax machines, scanners, copiers, and may arrange for repairs when equipment malfunctions.
- May conduct research, collecting information on non-technical, operational, or administrative issues and prepare summary of research findings.
- Enter, update, process, and maintain records, files, applications, and/or forms.
- May monitor various supply inventories and enter requisitions.
- May assist with processing timekeeping, attendance, overtime, and time-off requests for department submission to payroll in absence of either the Town Clerk, Management Analyst, or Town Manager, as needed.
- May make travel arrangements.
- This list is not intended to be all-inclusive and you may not be responsible for every item listed, or other similar items or tasks indicative of other municipal government administrative assistant positions.
- Preferred candidates will be those that are highly adaptable, people-oriented, social, and don't "wear their heart on their sleeve."
- Additional aptitudes include learning Town payroll functions, accounts payable, business tax receipting (BTR), along with land-use, zoning, economic development, permitting, or other related functions, as needed.
- The employer reserves the right to assign additional functions and responsibilities as necessary.

Supervision:

Supervision Received: Work is performed under the administrative direction of the Town Manager and in accordance with all state and local laws and regulations. Employee generally receives work plan from the Town Manager, Town Clerk, or Management Analyst, as situations dictate, and completes work in accordance with direction or expectations from these staff.

Supervision Given: May be assigned supervisory responsibility for Town volunteers, or other technical contractors, as needed.

Job Environment:

Administrative work is performed under typical office conditions. Special events work may involve working outdoors, and under varying conditions requiring exposure to weather or other non-standard, indoor conditions. The noise level is moderate at times. Employee may be required to attend evening meetings, and/or work during weekends and holidays, as needed. Employee will be eligible for equivalent time off for work outside of his/her typical work schedule.

Operates an automobile, computer, printers, facsimile machine, copier, calculator, and other standard office equipment.

Recommended Minimum Qualifications:

A Bachelor's degree in a liberal arts curriculum, public administration, finance or other related field, along with 1 year of experience working, interning, or volunteering within a local government office setting is preferred.

A two-year, Associates Degree, or equivalent, and supplemented by 2 or more years of prior career experience of working in a municipal government office, or philanthropic-related setting may be considered in lieu of a four-year degree.

Any equivalent combination of education, background and experience may be considered as a basis of qualification for the position. The importance of being a "good fit" in a small office setting will influence consideration for this position.

Typing speed of 25 wpm, and must possess a valid Florida driver's license.

Knowledge, Ability and Skills:

Knowledge: General understanding of the interaction between local, state, and federal government. General knowledge of Florida State land development codes and laws, especially as they apply to housing, and zoning, is highly desirable. Good working knowledge of office practices and procedures, forms, and equipment.

- Knowledge of business English, spelling and arithmetic.
- Knowledge of general office practices and procedures.
- Ability to operate standard office equipment such as computer terminal, copy machine, and calculators.
- Ability to maintain accurate records, logs, and files.
- Ability to perform essential functions with frequent interruption and/or distraction.
- Ability to prioritize assignments.
- Ability to work independently and follow through on assignments with minimal direction.
- Ability to take action when answers to a problem are not readily apparent.
- Time management skills and excellent inter-personal skills.
- Verbal and written communication skills.
- Accurate typing skills.
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace

Ability: Ability to independently perform analysis, prepare reports, and formulate recommendations. Ability to deal with the public in a courteous and tactful manner. Aptitude for an attention to detail and accuracy. Ability to work on a variety of unrelated tasks at the same time. Ability to work effectively under time constraints to meet deadlines.

Skills: Skill in the use of standard office machines. Specialized skills in using a variety of computer software systems, social media applications, and smartphone/camera. Consensus building skills. Skill in all of the above listed tools and equipment. Advanced Publisher, Word, and Excel user.

Physical and Mental Requirements

Ability to hear and comprehend conversation spoken in English.

Ability to sit for long periods of time, not to exceed two (2) hours consecutively.

Ability to see, read, and comprehend writing and computer printouts in English.

Ability to print or write cursive letters, numbers, and words legibly in English.

Ability to lift and carry materials not to exceed 20 lbs.

Ability to operate office equipment such as a telephone, computer, ten-key, and copy machine.

Ability to clearly speak the English language.

Ability to stand for periods of time not to exceed 30 minutes at one time.

Ability to stoop, kneel and reach overhead for books or paper.

Ability to control behavior when encountering stressful situations, such as in dealing with the uncooperative public, peers, oral presentations, or when encountering necessary deadlines.

Demonstrated proficiency in being pleasant, a team player, expressing or showing empathy, and being able to recognize and differentiate between times where one's ego often controls or dictates particular behaviors. The ability to recognize that one's ego is often what gets them into trouble, and being consciously aware of when this is occurring, either with self or staff, and how one should respond, is a sincere plus.

Ability and confidence of making decisions to enable a project to move forward, without waiting on immediate feedback when important deadlines are at risk of being met.

This job description is not intended to be and should not be construed as an all-inclusive list of the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, management reserves the right to modify, add or remove duties and assign other duties as necessary. This job description does not constitute a written or implied contract for employment.

The Town of Kenneth City is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified