

Village of Indiantown

CLASSIFICATION SPECIFICATION

**ADMINISTRATIVE ASSISTANT**

VARIOUS DEPARTMENTS

FULL-TIME, NON-EXEMPT POSITION

*(Position May Require the Flexibility to Work After Business*

*Hours, Evenings and Special Events, from time to time)*

DEFINITION:

Under supervision of the respective Department Head, provides administrative and specialized clerical support to a wide variety of village operations. Position requires a passion for outstanding customer service to any residents, elected officials, other employees, any interested members of the public, and professionals corresponding with or serving the Village.

SUPERVISION & EVALUATION:

Position is supervised by the respective Department head. Performance is evaluated by observing results obtained and adherence to policies and procedures, work in progress, written reports, management of diverse and fast-paced, dynamic tasks and priorities.

ESSENTIAL DUTIES:

*Duties may include, but are not limited to, the following. The omission of an essential work task does not preclude management from assigning duties or tasks not listed if such functions are a logical assignment to the position:*

* Assists as directed in the performance of a variety of professional clerical and administrative duties and related tasks
* Answers the department telephones in a courteous manner and greets guests with a professional attitude and provides required assistance
* Using common word processing and/or desktop publishing software, proofreads a variety of professional correspondence including: reports, forms, memoranda and letters
* Creates and maintains various spreadsheets and prepares reports from same
* Creates and maintains paper and electronic filing and logging systems for various records and data including forms, reports, and records and administers follow-up procedures
* Assists in creation and maintenance of departmental Policy and Procedure Manuals
* Assists with various meeting setups
* Provides research on various topics and areas
* Assists in compiling departmental office supply requests and researching cost effective options
* Assists Department head with special projects and assists as directed in related tasks.

# Minimum Qualifications:

Preferred candidates will have a combination of experience, education, and/or training that would likely produce the knowledge, skills and abilities required to perform the necessary work.

Education: A High School Diploma or GED is required; but, an Associate’s Degree or higher in any related field is highly preferred.

Experience: A minimum of one (1) year of professional clerical, administrative or paralegal experience, which includes customer service, interaction with the public and records management is required. Must be proficient in MS Office Suite, including Outlook, Word, Excel, PowerPoint, Adobe Acrobat Pro and be comfortable with learning new technologies. Previous local government experience is highly preferred, but not required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

* Proper business English, grammar, and math; writing and editing skills; and business correspondence protocol.
* Proficient in modern office terminology, methods, practices, and procedures.

Skill and Ability to:

* Demonstrate and maintain excellent keyboarding skills
* Compose correspondence and reports from brief instructions
* Organize workload, coordinate projects, set priorities, meet critical time deadlines, be accurate and follow-up on assignments with a minimum amount of direction
* Maintain quality control and poise and courtesy under the pressures of deadlines or demanding public customers
* Understand and follow oral and written instructions
* Establish and maintain effective working relationships with fellow employees, Village Council Members, consultants, the general public, and other potential partner governments
* Perform basic math calculations; with spreadsheet proficiency being highly desired
* Learn pertinent rules, regulations, policies and procedures
* Clearly communicate and convey information tactfully and impartially
* Ably operate modern office equipment and various computer software, include MS Office Suite
* Maintain confidentiality when necessary

LICENSE, CERTIFICATE, AND REGISTRATION REQUIREMENTS:

* Must possess a valid State of Florida driver’s license
* Designation as a Florida notary may be required, depending on department assigned

# Physical and Mental REQUIREMENTS:

Environment: Work is mostly performed in an indoor temperature-controlled office environment with typical office noise; but occasionally requires travel to other locations. Subject to contact with the public, sometimes voicing objections or complaints.

Emotional/Psychological: Frequent concentration, public contact and work alone.

Mobility and Lifting: Frequent standing or sitting for extended periods; frequent walking; occasional driving may be required depending upon assignment; occasional pushing/pulling; occasional bending, kneeling, squatting and crawling. Occasional lifting up to 35 pounds.

Dexterity: Frequent repetitive motion from writing and using a computer keyboard; frequent grasping, holding and reaching.

Vision: Constant use of good overall vision for reading/close up work; frequent use of color perception and hand/eye coordination; use of depth perception and peripheral vision.

Hearing/Talking: Frequent general office and public traffic noise; frequent hearing/talking to others on the telephone and in person; occasional need to hear faint sounds or loud noises.

PROBATIONARY PERIOD:

This position is subject to the successful completion of a six (6) month probationary period.

VILLAGE EXPECTATIONS:

Certain essential village services are required to be maintained in any civil emergency (i.e., hurricanes). Depending upon the type of emergency, **any and all** employees may be activated as essential employees in the event of an emergency.  Depending on the nature of the emergency, employees may be called upon to perform tasks outside of their daily duties.

Accepted by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Employee