

**City of Dunedin, Florida
Class Description**

Position Title: **Administrative Assistant**
Human Resources & Risk Management Department

GENERAL STATEMENT OF JOB

Under general supervision, performs receptionist duties for City Hall. Provides routine to moderately difficult administrative support to help ensure effective and efficient operations. Performs other related work as directed. Reports to the Director of Human Resources & Risk Management.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position.

Greets, assists, and directs visitors. Monitors the flow of guests in the waiting areas and directs to appropriate staff for assistance. Maintains log of visitors, and keeps waiting area neat and clean.

Performs receptionist duties in the City Hall Lobby. Answers the telephone; provides accurate information to callers and/or forwards calls to appropriate department/staff personnel.

Processes ingoing and outgoing mail and package deliveries to City departments/divisions. Date-stamps and sorts all incoming mail by department.

Delivers mail and interdepartmental correspondence to respective department/division mail slots. Prepares outgoing mail with required postage for postal carrier/courier service pickup.

Coordinates scheduling of City Hall conference rooms; sets up necessary signage and opens doors before meetings as needed.

Works with HR/Risk Management Assistant and volunteers to ensure that City Hall front desk is staffed at all times.

Duties Specific to Departmental Administrative Support

Administrative Assistant
Human Resources & Risk Management

Assists the HR/Risk Management and Communications Departments, by performing a variety of routine to moderately difficult administrative duties, which include, but are not limited to, utilization of Microsoft Word and Excel to compose and/or prepare reports and correspondence, scheduling meetings and maintaining Microsoft Outlook calendars, maintaining computer record-keeping operations, establishing and maintaining a very well-organized filing system, etc.

Types, processes, proofreads, copies, files, faxes, scans, emails, distributes and/or transmits a variety of routine records, forms, reports, memos, correspondence, agreements, schedules, etc.

Prepares purchasing documentation according to established procedures.

Processes monthly credit card statement reconciliations.

Prepares and enters all purchase requisitions and work order requests.

Processes all purchase requisitions and enters all invoices for payment.

ADDITIONAL JOB FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Assists with special projects and programs as assigned.

Responsible for ordering and tracking office supplies.

Ensures the proper and prompt maintenance of office equipment.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent with two years of administrative/clerical work experience. A minimum of two years' verifiable work experience as a receptionist/customer service assistant in a front desk environment is required.

An equivalent combination of training and experience which provides the required skills, knowledge and abilities may be considered.

SPECIAL REQUIREMENTS

Administrative Assistant
Human Resources & Risk Management

Must possess a valid Florida driver's license.

Requires excellent customer service skills.

Experience working in a high-volume front desk environment is preferred.

Occasional evening hours may be required as needed.

This position is Category C for the purposes of Dunedin Emergency Management. Employees in this category may be assigned to work as variety of schedules including compulsory periods in special work, emergency and/or disaster situations.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies as they pertain to the performance of essential duties of the Administrative Assistant. Has excellent secretarial, bookkeeping, coordination, computer, customer service and interpersonal skills. Is able to maintain confidentiality as required. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to compile, assemble, copy, record and/or transcribe data and/or information according to a prescribed schema or plan. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines.

Human Interaction: Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well-established policies, procedures and standards. Is able to offer assistance to fellow employees as necessary. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Must be able to manage multiple phone calls and visitors with tact and professionalism.

Equipment, Machinery, Tools and Materials Utilization: Has knowledge of and skill in the use of modern office practices and equipment. Requires the ability to use, operate and/or handle equipment such as a computer, copier, fax machine, recording equipment, calculator, telephone.

Verbal Aptitude: Requires the ability to use a variety of reference and descriptive data and information. Has knowledge of proper English usage, vocabulary, punctuation and

Administrative Assistant
Human Resources & Risk Management

spelling. Has the ability to speak, write and understand the English language in an articulate and clearly understood manner.

Mathematical Aptitude: Has knowledge of basic mathematics. Requires the ability to perform addition, subtraction, multiplication and division; calculate decimals and percentages; may require ability to utilize principles of fractions and/or to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written or oral form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job.

Situational Reasoning: Requires the ability to exercise the judgment required in situations characterized by repetitive or short-cycle operations covered by set procedures or sequences. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Has the ability to plan, organize and prioritize daily assignments and work activities.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the building to another. Tasks may involve the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and which may involve some lifting, carrying, pushing and pulling of objects and materials of moderate weight (12-30 pounds). Requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, filing and/or the use of office equipment or supplies.

Sensory Requirements: Tasks require visual and auditory perception and discrimination as well as oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions. Tasks may require extensive computer screen exposure.

The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Administrative Assistant
Human Resources & Risk Management



Director of Human Resources & Risk Management

7-07-2022

Date