

City of Dunedin, Florida
Class Description

JOB TITLE: Technical Support Assistant
Public Works and Utilities Department
Engineering Division

GENERAL STATEMENT OF JOB

Under general supervision, provides technical support to department / division and other City staff to ensure effective and efficient operations. Performs related work, as directed.

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 incumbents(s) of any particular position.

Assists staff by performing a variety of technical and/or administrative duties, which may include but are not limited to researching and compiling data, composing and/or preparing reports and correspondence, maintaining inventory of office supplies and equipment, scheduling meetings and maintaining calendars, maintain record keeping operations, maintain filing systems, making travel arrangements for staff, processing daily mail, generate and track work orders, general permit review, assist in maintaining stormwater review system, processing of Consultant and CIP contractor payments, maintain department / division webpage, working with Microsoft Office applications (Excel, Word, PowerPoint, Outlook).

Provides information, assistance, and services to the general public, staff and others, in person, through computer business applications, by telephone, or by other forms of communication.

Types, copies, files and mails various routine and confidential letters and correspondence, reports, specifications and official documents.

Receives, logs, distributes and tracks projects and/or funding as directed.

Develops, prepares and maintains spreadsheets.

Reviews and processes department / division payroll.

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Researches, compiles, sorts, tabulates, summarizes and communicates information from rules, regulations, guidelines, policy manuals, customer sources, computer data, reports, files, and other sources.

Maintains and processes records of purchasing activities; ensures quantity, quality, and timeliness of goods and services against purchase specifications to accept or reject goods as indicated, and may sign for deliveries as well as resolve problems with vendors through payment processes.

Monitors Procurement (P-Card) purchases for various division staff members for all charges, and prepares corresponding monthly expenditure reports (inclusive of supporting documentation, receipts, etc.).

Coordinates with the Finance Department in regards to grant funds management and reimbursement processing.

Tracks and schedules Bentek Safety Training for department / division staff.

Functions as the Divisions' records retention liaison to the City Clerk's Office.

Oversees the use and maintenance of office equipment.

ADDITIONAL JOB FUNCTIONS

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma, or GED equivalent with three years of related experience.

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

SPECIAL REQUIREMENTS

Requires a valid Florida driver's license.

Assignment to work a variety of work schedules, including compulsory work periods in special, emergency, and/or disaster situations.

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PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the City of Dunedin as they pertain to the performance of essential duties of the Technical Support Assistant. Possess the ability to comprehend, interpret and apply regulations, procedures and related information. Possess excellent secretarial, bookkeeping, coordination, computer and interpersonal skills. Possess the ability to perform duties in a courteous manner, with the utmost integrity, and in the best interest of the department/division and public. Skilled in applying a reasonable attention to detail as necessary for performance of assigned duties. Ability to maintain confidentiality as required. Ability to use independent judgement in performing the duties of this position. Ability to plan, organize and prioritize daily assignments and work activities. Ability to learn and utilize new skills and information to improve job performance and efficacy. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work.

PEFORMANCE 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. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the staff and public. Is able to offer assistance to fellow employees as necessary.

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 and telephone. Is able to type accurately at a rate sufficient for the successful performance of assigned duties.

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 spelling.

Mathematical Aptitude: 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. Has knowledge of basic mathematics.

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Functional Reasoning: Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Ability 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. Ability to take the initiative to complete the duties of the position without the need for direct supervision. Is able to use independent judgement in performing routine and non-routine tasks. Has the ability to plan, organize and prioritize daily assignments and work activities.

ADA COMPLIANCE

Physical Ability: Requires the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing, balancing, stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10 - 20 pounds). Office tasks involve the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; some positions require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, drafting, 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 VDT 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.


Public Works & Utilities Director / City Engineer

2-22-17
Date