

City of Dunedin, Florida
Class Description

JOB TITLE: Technical Support Assistant
Public Works and Utilities Department/Fleet Services & Solid Waste

GENERAL STATEMENT OF JOB

Under general supervision, provides technical support to Fleet and Solid Waste 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 incumbent(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, maintaining computer record-keeping operations, assisting in preparation and tracking budget, establishing and maintaining filing systems, making travel arrangements for staff, processing daily mail, etc.

Assist in general office procedures – answering phones, copying, filing, office correspondence, etc., order office supplies as needed, maintain vehicle files, process petty cash, run errands. Prepare and process reports as directed. Process check requests, travel requests, etc., and assist in the processing of personnel evaluations. Maintain in-house personnel records. Update and maintain Material Safety Data Sheet book.

Add new employees, delete terminated employees, add or change vehicles to Fleet fuel system software as required. Maintain current records in fuel system. Download fuel usage daily to be input to H.T.E. system. Review reports for inaccuracies and notify corresponding department of any discrepancies. Process

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and post fuel transactions. Create fuel cards for new vehicles, and for lost or damaged fuel cards.

Input descriptions of items purchased and assign account numbers to be charged in WORKS daily for purchases made to p-cards, copy for Finance Department, and maintain originals for permanent records. Process reports for each card-holder after billing cycle to go to Accounting. Process payments to blanket purchase orders as required.

After parts have been charged by Inventory Technician, post labor and close job order. Attach all pages for same job order to be filed for future reference by vehicle number.

Assists Solid Waste Senior Administrative Assistant as needed. Key functions of this position: Answers the telephone; provides accurate information to callers and/or forwards calls to appropriate staff person. Responding to customer/resident calls for inquiry, service or assistance with solid waste issues. Greets office visitors and responds to inquiries.

Processes department payroll; maintains personnel files with confidentiality.

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

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

Develops and prepares spreadsheets.

Performs computer data entry to record and retrieve information.

Oversees the use and maintenance of office equipment.

ADDITIONAL JOB FUNCTIONS

Performs routine clerical duties, including copying and filing documents, ordering office supplies, receiving deliveries, running errands, faxing information, etc.

Performs related duties as required.

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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

Must possess a valid Florida driver license or be able to obtain a FL driver license before date of appointment.

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 Assistant. Has excellent secretarial, bookkeeping, coordination, computer and interpersonal skill. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. 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. Has the ability to speak and understand the English language

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-

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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 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, 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.

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. Has the ability to comprehend, interpret and apply regulations, procedures and related information. 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 office to another; some positions require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, filing and/or the use of office

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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

9/24/16
Date