

City Of Dunedin, Florida
Class Description

Position Title: **Senior Administrative Assistant**

General Description Of Duties

Under general supervision, independently provides administrative duties to department/division staff to ensure effective and efficient operations. Performs related work as directed.

Specific Duties And Responsibilities

Examples Of 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.

Independently assists department/division staff by performing a variety of secretarial and administrative duties, which include but are not limited to composing and/or preparing reports and correspondence, taking and transcribing dictation, researching and compiling data, maintaining inventory of office supplies and equipment, scheduling meetings and maintaining calendars, maintaining computer record-keeping operations, assisting in budget preparation and monitoring, receiving and receipting payments, maintaining financial records, establishing and maintaining filing systems, making travel arrangements for staff and arranging guest accommodations, processing daily mail and responding to correspondence, etc.

Participates on Boards or Committees as required.

Assists in the coordination, scheduling and preparation for various City committee/board meetings. Attends meetings and produces and distributes meeting minutes.

Assists in the planning, coordination and implementation of various special presentations, events and projects as assigned.

Composes, types, copies, files and mails various routine and confidential letters of correspondence, agreements, notices, reports and official documents.

Performs computer data entry to record and retrieve information.

Anticipates and prepares materials needed by supervisor for conferences, meetings, correspondence, etc.

Answers the telephone; provides accurate information to callers and/or forwards calls to appropriate staff person. Greets office visitors and performs customer/public service duties as required.

Receives and responds to inquiries, concerns and complaints.

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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.

Performs routine clerical duties, including copying and filing documents, ordering office supplies, receiving deliveries, preparing bulk mailings, running errands, etc.

Performs related duties as required.

Minimum Training And Experience

Requires a high school diploma or GED equivalent plus college-level coursework or vocational training in business, supplemented by a minimum of four years of responsible secretarial experience.

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

Associate's degree in secretarial science preferred.

Special Requirements

Must possess a valid Florida driver's license.

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.

Equipment, Machinery, Tools and Materials Utilization: Requires the ability to use, operate and/or handle equipment such as a computer, copier, fax machine, recording equipment, telephone.

Verbal Aptitude: Requires the ability to use a variety of reference and descriptive data and information.

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.

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.

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.

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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 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.

Performance Indicators

Knowledge of Work: 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 Sr. Administrative Assistant. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has excellent secretarial, bookkeeping, coordination, computer and interpersonal skills. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Has knowledge of and skill in the use of modern office practices and equipment. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is able to type and take dictation accurately at a rate sufficient for the successful performance of assigned duties. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to maintain confidentiality as required. Is able to read and interpret various materials pertaining to the responsibilities of the job. 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. Is able to offer assistance to fellow employees as necessary. 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.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

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Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

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.