



ADMINISTRATIVE ASSISTANT

FLSA: Non-Exempt
Job Status: Full Time
Department: Town Clerk
Salary: \$32,240 to \$35,360
Reports to: Town Clerk

Summary/Objective:

The Administrative Assistant will perform various customer service and administrative duties by assisting Town Staff with daily operations of the Town Clerk's Office, the Utilities Department and the Community Development Department, as needed. This Administrative Assistant must be able to exercise considerable judgment and initiative in the performance of daily tasks.

Essential Duties and Responsibilities:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Customer Service

- Performs customer service functions at front counter, over the phone and by email; provides assistance and information related to Town services

Document and File Management

- Assist with record retention and digitization of records
- Organize, edit and ensure accurate identification of documents for scanning
- Operate document imaging system and scan official records from various departments into system for document preservation
- Organize and file records for Clerk's Office and Community Development Department

Back Up for Town Departments

- Assist the Community Development Department with processing payments and applications such as building permit applications; inspection requests; alarm, boat ramp and tennis court permits; and business tax receipt applications
- Assist the Utility Department with processing utility customer payments in person, by mail or over the phone
- Assist Town Clerk's Office with public records requests and Town Council meetings
- Assist Special Project Coordinator with special projects and events

Park Committee

- Attend Park Committee meetings and serve as recording clerk

- Prepare and distribute meeting agenda and minutes
- Post meeting agenda and minutes on the Town website

Ethics Liaison

- Track ethics training for employees and members of Town Council, Boards and Committees and ensuring compliance with required organizations
- Schedule and organize ethics training for public officials and employees
- Participate in ethics audits and/or prepare yearly reports to send to Palm Beach County Commission on Ethics to verify compliance with PBC Ethics Code

Additional Job Functions:

- Perform general/clerical tasks such as typing documents
- Receive and respond to inquiries, concerns and complaints from the public/customers, other Town departments and agencies as required
- Process Park/Pavilion Rental Applications, as needed
- Maintain and update the Town website and social media accounts, as needed
- Attend mandatory meetings and/or trainings
- Perform other related duties as required

Knowledge Skills and Abilities:

Knowledge of bill collection methods and procedures. Skilled in effectively assisting customers. Ability to provide courteous customer service and communicate clearly and concisely, both orally and in writing. Requires a good knowledge of office practices and procedures including filing and intricate record keeping. Requires a demonstrated ability to effectively utilize personal computer and office software such as Microsoft Word, Excel, and Outlook. Preference given for a working knowledge of Adobe Acrobat, Photoshop and Microsoft Access. Ability to enter and retrieve data accurately into the Town databases. Ability to establish and maintain effective working relationships with employees and the general public. Ability to communicate effectively in oral and written form. Ability to manage and prioritize routine. Ability to adapt to an evolving and continually improving environment. Punctuality and regular attendance are essential functions of this position.

Education and Experience:

- High School diploma/GED or possession of an acceptable equivalency diploma
- Preference given for college degree
- Two (2) years of professional, verifiable general office experience

Minimum Qualifications to Perform Essential Functions:

- Requires the ability to review, compare and/or analyze data (printed and numerical)
- Requires efficient knowledge of Microsoft Excel, Word and Outlook
- Ability to create a variety of correspondence with accuracy
- Requires the ability to add subtract, multiply and divide
- Requires the ability to count money and balance a register

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment

characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel, or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to walk and stand. The employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by this job include close vision and the ability to adjust focus. Ability to sit at a desk and view a display screen for extended periods of time. Ability to enter data at a prescribed rate of speed. Ability to access, input and retrieve information from a computer.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is generally performed inside an office environment with a quiet noise level. Tasks are commonly performed without exposure to adverse environmental conditions, i.e. Dirt, cold, rain, fumes.

Special Requirements:

- Availability to work overtime when required

The Town of Lake Clarke Shores, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Other duties may be required and assigned.

The job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

This job description has been updated and approved on November 13, 2020.

The employee's signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____

Date: _____