



ADMINISTRATIVE ASSISTANT

FLSA: Non-Exempt
Job Status: Full Time
Department: Town Clerk
Salary: \$35,360 to \$42,640 annually
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 Town Manager's Office, the Community Development Department, and the Parks and Recreation Department. The 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

- Receive and respond to inquiries, concerns and complaints from the public, other Town departments, and agencies over the phone, by email, and at the front counter
- Handle garbage cart inquiries and payments
- Handle and track Keller Gate damage payments, and refer to debt collector, as needed

Document and File Management

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

Administrative Duties

- Schedule meetings and conferences, and make travel arrangements for the Town Manager and the Town Council Members
- Administer House of the Month Program and post to Town website
- Update and maintain the Town directory
- Operate audio/video equipment for hybrid Town meetings
- Assist Town Clerk's Office with public records requests, as needed
- Manage auction of Town assets through GovDeals Auctioning

Community Development Department

- File new and completed permits
- Review inspection results, update in building permit software, and file with permits
- Process permit and code enforcement lien requests
- Answer permit inquiries over the phone
- Assist with transition to new electronic permit software

Building Maintenance

- Maintain fire extinguisher list and schedule yearly inspections
- Schedule kitchen hood cleaning and inspections
- Schedule annual wheelchair lift inspections

Parks and Recreation

- Attend Parks and Recreation Advisory Committee meetings and serve as recording clerk
- Prepare and distribute meeting agenda and minutes
- Post ADA compliant meeting agenda and minutes on the Town website
- Update the parks and recreation page on the Town website
- Monitor monthly park inspection reports, handle purchasing requests and invoices from outside consultant and vendors to ensure accuracy and timeliness

Ethics Liaison

- Track ethics training and ensure compliance with ethics training policy for all employees and members of the Town Council, Boards and Committees
- 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:

- Provide back up support as needed to the Utilities Department by processing utilities customer payments when utilities employees are busy, unavailable, at lunch and/or on vacation
- Provide back up support as needed to the Community Development Department including processing payments, building permit applications, alarm permits, boat ramp permits, tennis court permits, and business tax receipt applications
- Assist Special Projects Coordinator with special projects and events, as needed
- Perform general/clerical tasks such as typing documents
- Process Park/Pavilion Rental Applications, as needed
- Attend mandatory meetings and/or trainings
- Perform other related duties as required

Knowledge Skills and Abilities:

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,

Outlook, and Adobe Acrobat Pro. Preference given for a working knowledge of Laserfiche, Munis, IMS, Tyler Cashiering, and audio/video equipment. 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 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
- Preference given to local government office experience

Minimum Qualifications to Perform Essential Functions:

- Requires the ability to review, compare and/or analyze data
- Requires efficient knowledge of Microsoft Excel, Word, Outlook, and Adobe Acrobat Pro
- Ability to create a variety of correspondence with accuracy
- Requires the ability to add subtract, multiply and divide

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 evenings and 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 Town values the service veterans and their family members have given to our country and supports the hiring of returning service members and military spouses. 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 July 9, 2021.

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

Employee: _____

Date: _____