

## CITY OF CORAL SPRINGS Classification Description

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**CLASSIFICATION TITLE:** Office Assistant  
**FUNCTIONAL AREA:** Cross-Departmental

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### **WORK OBJECTIVE:**

Under general supervision, the purpose of the position is to provide routine administrative support to the assigned department or assigned supervisor. Employees in this classification function at a moderately difficult generalist level and are accountable for the accuracy of both routine and non-routine administrative support duties performed as dictated by the nature of department. Position may be assigned to a large department and perform a broad array of generalized administrative support functions, or assignment may be to a smaller specialized department wherein incumbents receive instruction in departmental functions. This classification requires strong organizational and interpersonal skills with the ability to carry out a variety of directed tasks.

### **ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Researches and generates correspondence, articles, memos, agendas, orders, reports, forms, manuals, or other relevant materials appropriate to the assigned department.
- Performs a variety of routine administrative functions, e.g., data entry, typing, reports processing.
- Compiles, prepares, and may be responsible for distributing daily, weekly, monthly or annual reports, invoices, purchasing orders, and other relevant materials appropriate to the assigned unit.
- Receives telephone inquiries and complaints, ascertaining the nature of the call, resolving customer issues or directing to appropriate personnel for further assistance.
- Performs a variety of essential record keeping duties, and maintains department record keeping and filing systems relevant materials appropriate to assigned unit, e.g., payroll, accounts payable, departmental files, personnel records, accounting data.
- Develops, receives and reviews various reports, plans, and applications for the purpose of verifying accuracy, and ensures necessary copies of pertinent documents are made and distributed appropriately, e.g., statistical data, licenses, invoices, purchase orders.
- Completes and processes various forms required of assigned department, i.e., personnel forms, invoices, work orders, purchase orders.
- Operates various office equipment, e.g., computer terminals, word processor, printers, copy machines, telephone systems, facsimile machines, calculators.
- Assists other unit personnel in supporting efficient functioning of the department.

## Office Assistant

### MINIMUM QUALIFICATIONS:

#### Education / Certifications / Experience –

High school diploma or GED; supplemented by one (1) to two (2) years experience and/or training in administrative/secretarial support functions; or an equivalent combination of education, training, and experience. Must successfully and accurately pass the entrance typing exam with 45 + Words Per Minute.

#### Knowledge, Skills, & Abilities –

Knowledge of the functions and operations of the department's activities.

Knowledge of governmental purchasing, personnel and accounting procedures.

Knowledge of the organizational structure and functioning of municipal government.

Knowledge of business writing including spelling, punctuation, and grammar.

Knowledge of mathematics.

Ability to understand and follow written and oral instructions.

Ability to plan, organize, and coordinate schedules and meetings.

Ability to read, update and maintain various records and files.

Ability to perform routine mathematical computations and tabulations accurately and efficiently.

Ability to access, operate and maintain various software applications.

Ability to operate basic office equipment e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines, calculators.

Ability to establish and maintain effective working relations with other employees, public officials, management, and the general public.

Ability to make decisions in accordance with laws, ordinances, regulations, departmental policies and procedures.

Skill in routine administrative support functions, e.g., bookkeeping, data entry, typing, reports processing.

Skill in business English, e.g., correspondence formats, spelling, punctuation and grammar.

Skill in composing routine correspondence, summaries and reports in a clear and concise manner; ability to compose routine correspondence, summaries and reports.

Skill acting as a liaison.

Skill in typing 45 WPM.

Skill in the principles and techniques of customer service skills.

### PHYSICAL REQUIREMENTS:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).

### ENVIRONMENTAL REQUIREMENTS:

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors, e.g., dust, cleaning chemicals/fumes, mild temperature variations.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.