

## CITY OF CORAL SPRINGS Classification Description

---

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

---

### **WORK OBJECTIVE:**

Under general supervision, the purpose of the position is to provide highly responsible, complex administrative support to the assigned department or assigned supervisor. Employees in this classification function at journey level and are accountable for the accuracy of both routine and non-routine administrative support duties performed and analyzing administrative problems and recommending solutions as dictated by the nature of department. Position performs essential duties for a large operating unit, a specialized unit, or as primary administrative support for an organization official. Position is distinguished from that of the Principal Office Assistant by the high degree of accountability of the work, greater latitude in exercise of independent judgment concerning assigned duties, and the ability to function with a higher degree of independence.

### **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 complex data and generates complex correspondence, articles, memos, agendas, orders, reports, forms, manuals, legal notices, or other relevant materials appropriate to the assigned department; develops and generates material for supervisor's public speaking engagements and official correspondence. Attends meetings, conferences and briefings to document subject matter concerning amendments and developments impacting the supervisor or assigned work unit; takes and transcribes dictation or transcribes from dictating equipment. Assists in the preparation of Commission agenda documents.
- Performs a variety of complex administrative functions, e.g., data entry, typing, researching and developing complex reports, documentation proofing. Administers and oversees complex work unit programs involving diversified work regulated by complex requirements, laws, policies, and/or procedures. Researches and plans activities for program development and maintenance. Oversees office administration. Classifies complex information, develops detailed reports, interprets advisory data, and implements changes. Reconciles data and accounts for cash funds. Coordinates a variety of special events, services, projects, and activities.
- Compiles, prepares, and may be responsible for distributing daily, weekly, monthly or annual reports, invoices, and other relevant materials appropriate to the assigned unit.
- Receives telephone inquiries and concerns, ascertaining the nature of the call, and resolving personally, directing it to the appropriate individual or department, or acting as liaison to the assigned supervisor.
- Performs a variety of complex, essential record management 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 and implements office systems, forms, and procedures; identifies procedures for process improvements, and recommends new methods and strategies to improve work flow and customer service.
- 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.

## Senior Office Assistant

- Coordinates logistics and travel arrangements for conferences, meetings and seminars, e.g., location reservations, time, and directions; assembly subject matter; travel reservations.
- Assists in the departmental preparation of operating budget; requests documents; reviews budget documentation to ensure compliance with pre-established guidelines and requirements.
- Operates various office equipment, e.g., computer terminals, word processor, printers, copy machines, telephone systems, facsimile machines, calculators.
- Assists with training and monitoring of unit's work flow. May assign and review work of other support staff. Expedites the unit's work to take care of fluctuating workloads. Ensures office coverage during normal business hours. Coordinates office and business communications.

### MINIMUM QUALIFICATIONS:

#### Education / Certifications / Experience –

High school diploma or GED; supplemented by four (4) to five (5) years responsible 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 –

Considerable knowledge of the functions and operations of the department's activities.  
Considerable knowledge of governmental purchasing, personnel and accounting procedures.  
Knowledge of the organizational structure and functioning of municipal government.  
Considerable 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 transcribe dictation using notes or dictating equipment.  
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 moderately complex 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).

## **Senior Office Assistant**

### **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.