

**Lehigh Acres Municipal Services Improvement District
Job Description**

Job Title: Temporary Office Assistant
Department: Department: 1
Pay Grade 4
Reports To: Assistant to the District Manager
FLSA Status: Non-Exempt
Bargaining Status: Temporary
Prepared By: London Taylor
Prepared Date: 09/23/2021
Approved By: David Lindsay
Approved Date:
Location: In office
Hours: 8-10 hours/week
Salary: \$11.75

SUMMARY: This position provides organizational support by coordinating all “front office/reception” activities. Performs recordkeeping for field operations. Consistently portrays a professional appearance and uses good judgment in dealing with the public. Operates under the general supervision of the Assistant to the Resource Relations Director.

EDUCATION AND EXPERIENCE: High School diploma and two years of college experience.

SUPERVISORY RESPONSIBILITIES: None

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of Microsoft Office: Word and Excel. Knowledge of the following would be helpful: Power Point, Publisher, Outlook, Access and Adobe. May be requested to learn other programs which training will be provided.

Customer Service Oriented: knowledge of office practices and procedures such as telephone etiquette and office protocol.

Skill in typing from clear copy at a rate of 40 net words per minute.

Knowledge of correct English usage, spelling and punctuation.

Bi-lingual preferred.

Strong attention to detail and ability to follow complex instructions.

Ability to communicate effectively and use of diplomacy and discretion in giving out information and in referring and directing callers and visitors to other agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Performs routine “front office” procedures. Answers phones and welcomes on-site visitors, determines the nature of business, and announces visitors to appropriate personnel.

Provides callers with address, directions, and other information. May direct callers to other agencies if applicable.

Receives, sorts, and routes all incoming and outgoing mail and packages daily. Prepares overnight mailings and arranges for pick up services.

Assists in copying and distributing information, creating folders, filing and organizing meetings.

Problems & Resolutions: Logs complaints into database and reports to appropriate personnel. Follows up on the “resolutions” and provides reports as needed from the RFA database.

May perform detailed research and analysis, and/or correspondence and reports. Works independently and within a team on special non-recurring and ongoing projects.

Maintains paper supply in central copy machine and assists users when requested.

Monitors necessary reoccurring items such as copy paper supply, pens, pencils, folders etc. for replenishment.

May be assigned special projects which can include scanning, disseminating information, and coordinating mailings.

Other job duties may apply.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. May be given a skills assessment test.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. May be given a skills assessment test.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. May be given a skills assessment test.

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. 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 regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; stoop, kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

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.

The noise level in the work environment is usually quiet.

Change Log:

- Changed East County Water Control District to Lehigh Acres Municipal Services Improvement District.
- Changed Font to Times New Roman.