

Lehigh Acres Municipal Services Improvement District Job Description

Job Title: Administrative Support Specialist I
Department: 1-Administration
Pay Level: 10
Reports To: Resource and Relations Director
FLSA Status: Exempt
Bargaining Status: Exempt
Created On: May 15, 2017
Approved By: Board of Commissioners
Modified Date: January 22, 2018

SUMMARY: This position provides administrative, public relations, multimedia and human resource support, research and reporting support to the Resource and Relations Director. Performs a wide array of duties and special projects. Operates under the general supervision of the Resource and Relations Director. Receives written work orders or verbal instructions from the immediate Supervisor, assigned Supervisor, or District Manager. Consistently portrays a professional appearance and uses good judgment in dealing with co-workers and the public.

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited institution with documented experience preferred. AA Degree required **and** relevant experience and/or training required. Continuing education in current trends and practices required. Documented experience in government, and human resources, insurance, public relations or related field.

CERTIFICATES, LICENSES, REGISTRATIONS:

External Hires: Any certifications, licenses, etc. required as part of the job is the responsibility of the employee during the 90-day probationary period; once an employee has reached regular status they may submit these certifications for reimbursement.

All licenses, certifications, etc. must be kept current and active unless otherwise documented from the department head.

Internal Hires:

Must hold all requirements, or garner approved substitutions, at the time of hire. Must participate in all continuing education courses applicable to required skills.

All licenses, certifications, etc. must be kept current and active unless otherwise documented from the department head.

SUPERVISORY RESPONSIBILITIES: This position does not require or expect supervision

on a day-to-day basis, but the Administrative Support Specialist may occasionally oversee certain tasks or duties in the absence of the Resource and Relations Director. The Specialist does not have the authority to hire, discipline, evaluate or terminate employees.

QUALIFICATIONS:

Internal and External Hire: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below, include but are not limited to, 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.

Customer Service Oriented: Exceptional interpersonal and communication skills with knowledge of office practices and procedures such as telephone etiquette and office protocol, public records law, etc.

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

Knowledge of correct English usage, spelling and punctuation.

Strong attention to detail and ability to follow complex instructions.

To perform this job successfully, an individual must have previous office experience with strong organizational and computer skills. Advanced knowledge and application of Microsoft Suite and Adobe Products. Experience in events, public relations, insurance or human resources.

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. Ability to interpret instructions and guidelines to make decisions and take necessary actions.

To perform this job successfully, an individual must have previous office experience with strong organizational and computer skills.

Independent project management skills and ability to prioritize and manage multiple projects simultaneously without getting overwhelmed. Knowledge of relevant policies, processes, regulations, records retention, etc.

Exceptional problem-solving and multi-tasking capabilities

Excellent judgment, maturity, and trustworthiness

Ability to work both independently and collaboratively within a team

Ability to compose routine correspondence and reports.

Knowledge and Competency in Web Communication and Design.

PRIMARY DUTIES AND RESPONSIBILITIES:

Processes and assists in a wide range of administrative and human resources transactions related to recruitment and placement, classification, employee relations, human resource development, and /or incentive awards.

Assists in scheduling and organizing activities such as meetings, travel, conferences and department activities such as speakers for employee meetings. Assists assist in registering employees for work related courses and conferences.

Assists in preparing monthly Board materials and setting up the Board room with beverages. Maintains minutes' books. May be called upon to take minutes.

Conducts fact-finding investigations, researches pertinent guidance to assist in problem resolution and responds to inquiries regarding requirements of proposed actions.

Processes and assists in a wide range of administrative and human resources transactions related to recruitment and placement, classification, employee relations, human resource development, and /or incentive awards.

Assists department members with open enrollments, unemployment, insurance, benefits, workers compensation, etc.

Strong working knowledge of special districts, human resource and records management. Assists HR in the hiring process, advertising, creating new employee packets, processing forms for new employees. Creates employee folders and files enrollment forms, insurance policies and other related issues. Logs complaints and resolutions into a database.

Assists in and performs planning and implementing special projects, events, grant applications, etc. Responsibilities include robust understanding of social media policies and practices, and functionality of the individual site. Responsibilities include creating content, campaigns, etc. at the direction of the District Manager and Resource and Relations Director.

Assists and performs in records retention, destruction, and compliance.

Scans documents, answer phones, know and utilize the filing system, order office supplies, prepare overnight mailings, and deliver items.

Acts as back up to the Resources and Relations Director and performs their duties during an absence.

Creates, maintains and updates database files in Microsoft Access, Excel and Word for both field and administration activities. Inputs lists of items, numbers, or other data into computers, manipulates existing data, edits current information, or proofreads new entries. Registers employees for work related courses and conferences

May be called upon to:

Send faxes, make copies, file and scan. Performs other clerical duties as needed such as price comparisons

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

Creates and prints memos, correspondence, reports, and other documents when necessary. May be called upon to proofread copy for spelling, grammar and layout.

Assists HR when needed in all areas such as copying and distributing information, creating folders, filing and organizing meetings, employee programs and issues; assists in employee benefits, insurance matters, background checks, etc.

Assists in Board Meeting preparation; Provides backup to the Resource and Relations Director and the District Manager.

May be assigned special projects.

Assists in special events coordination and planning; media assistance, photographing events; organizing event materials from conception to execution.

The position is not limited to these tasks.

OTHER RELATED DUTIES: *Other duties may be assigned*

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.

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 graphs.

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.

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. The noise level in the work environment is usually quiet.

Change Log:

- Changed Font to Times New Roman.
- Removed LAMSID logo from title.