



**CITY OF
ST. AUGUSTINE**

**PERSONNEL
MANUAL**

3.	Job Description
3. 2	General Employees
3.2.250	Administrative Coordinator, Public Works

Job Position Administrative Coordinator

Department Utilities

Division Administration

Job Description

Administrative and secretarial work of considerable variety and complexity, which requires the ability to work with the public and other City staff. Work includes reception and fielding calls, maintaining Department files; assisting with compiling, editing, and proof-reading memorandums, agreements, ordinances, and reports; PowerPoint presentations; human resource liaison; budgeting; and other clerical duties. Work involves assisting with the implementation of the Department’s policies and programs; serving as initial point of contact for citizens’ concerns, complaints, use of City right-of-ways, and other utility related issues; and composing correspondence and typing memorandums, permits and reports. Performs data input in customer service tracking software documenting complaints and service requests (Cityworks). Assignments at this level involve relieving the management staff of administrative and/or clerical functions and exercising considerable initiative while carrying out assignments. Work is performed under the general direction of the Director, Utilities.

Job Responsibilities

Acts as office receptionist; efficiently and professionally answers the telephone, accurately records and distributes detailed messages; greets, announces and routes visitors in a professional manner.

Accurately sends and receives messages via 2-way radio and/or text to communicate with field personnel. Sends broadcast texts with emergency notification, such as water outages or closed streets. Follows through with information provided from field personnel. Notifies police, fire and rescue departments of street closings and streetlight and traffic signal failure following notification from field personnel.

Accurately and professionally receives and logs complaints or requests for work from customers and other City staff, routes to appropriate personnel for response/resolution, and enters work orders into Cityworks database. Receives logs of weekend/evening operators and enters data into City Works data base.

ISSUE DATE 11/26/2019 REVISION DATE	APPROVED BY <p align="right">John P. Regan, P.E., City Manager</p>	PAGE <p align="center">1</p>	PAGES <p align="center">3</p>
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Job Description (continued)

Works closely with Administrative Coordinator, Public Works and assists with compiling and submitting of agreements, reports, and licenses to various agencies including DEP, DOT, and St. Johns County.

Responsible for recording minutes at meetings and distribution of information prior to meetings. Coordinates and tracks Utilities Staff and conference room calendars.

Accurately records incoming and outgoing correspondence, routing of copies, and information distribution. Maintains suspense file on response deadlines, etc. Maintains correspondence and specialty files for Department. Maintains a variety of physical and electronic files and records of correspondence, documents, reports and other materials. Assembles and summarizes information from files and documents in office or other available sources for Department use and review.

Performs clerical work including drafting, typing, editing, and proof-reading of memorandums, correspondence, resolutions, agreements, ordinances, reports and other documents. Assists Director with the creation of newsletters, flyers, and PowerPoint presentations.

Assists the Department Head in coordinating the development and monitoring of the Utilities Administration's budget. Reviews other Utilities Divisions budget availability prior to submitting check requests, requisitions, and other expenses to Director for approval.

As directed, prepares check requests and maintains status of same, travel advances, expense reports and requisitions. Routes invoices, requisitions to Purchasing. Assists with ensuring sufficient office supplies are in stock and prepares requisitions for approval when supplies are needed.

Processes right-of-way permits and water commitment permits, issuing notices, legal advertisements and other types of customer notifications

Reviews and ensures the accuracy of department's bi-weekly payroll and attendance records. Responsible for distribution of bi-weekly payroll. Serves as the lead for all Human Resource issues for the Department including creating requisition folders for personnel vacancies. Maintains confidential records and uses appropriate discretion in matters involving employees, business contacts and public.

Fixed Asset Administration: Manages all fixed assets assigned to the Department.

Performs other related duties as assigned.

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3.2.250 Administrative Coordinator

Education, Training and Experience

High school diploma required, and three (3) years of secretarial and/or clerical experience; prior experience as an administrative secretary or an aide to an administrator or director. Additional higher education desirable. Must have computer word processing and software skills including spreadsheets, database, PowerPoint, graphics and other current office type software.

High level of personal communication, organization, writing and secretarial skills required. Ability to use specialized recording and transcribing equipment.

Driver's License Requirement: NONE.

Physical Demands

The physical demands representative of those that must be met to perform the essential functions of this job. This position is mostly sedentary, but does require standing, walking, bending, and kneeling occasionally and frequent use of hands to operate computer including keyboard and mouse and perform filing duties. The employee is regularly required to communicate and exchange information courteously, effectively, and promptly with the public, developers, contractors, and City staff. This position requires the ability to occasionally lift and move files and office supplies up to 20 pounds.

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