



Town of Howey-in-the-Hills Job Description

Title: **Administrative Assistant I**
Department: **Town Hall**
Type: **Full-Time / Non-Exempt**
Reports to: **Town Hall Office Supervisor**
Compensation: **\$13.00-\$15.00 / Hourly - DOQ**

General Description:

We are looking for a professional with a friendly attitude and the ability to multitask, to serve as our Town's front counter ambassador. In this position, you will greet Town Residents and guests entering the building, and help direct them where they need to go, and/or who they need to speak with. In addition, you will be responsible for processing residents' payments and managing the phones and email. You will perform a wide variety of tasks while providing administrative support to the Town Hall and other departments. You will be responsible for providing administrative functions and superior customer service in a professional and efficient manner.

Primary Responsibilities:

- Welcome Town Residents and set a positive office atmosphere.
- Serve as the face of the Town, offering friendly service to those entering the Town Hall or calling in by phone.
- Answer a multiple line phone system, manage calls by routing them to the proper extensions, or taking messages and delivering them within our message system.
- Keep the front desk tidy and presentable with all necessary material, ensuring all Town forms are updated and prepared for residents and/or guests.
- Receive utility payments, verify amounts, and process receipts.
- Prepare and process deposits.
- Code and process invoices for Accounts Payable team.
- Receive and process permit requests and/or invoices.
- Update social media and message board.
- Provide support to the Utility Billing Clerk and the Building Services Clerk.
- Assist the Town Clerk with records management and disposition of all Town records according to the State of Florida Records and Archives Bureau.
- Other clerical work may include scanning documents, typing correspondences, preparing spreadsheets and reports, or emailing documents. All other duties as deemed necessary.

Minimum Qualifications:

- Must possess a high school diploma or GED. An Associate's degree in Business Administration, Public Administration, or related field preferred.
- Minimum of one (1) years' experience in an office environment required. A comparable amount of training, education, or experience may be substituted for the minimum requirement.



- Proficient in Microsoft Office software, particularly Word, Excel, and PowerPoint.
- Knowledge of the principles underlying general laws and administrative policies governing municipal practices and procedures preferred.
- Ability to multi-task with ability to prioritize tasks.
- Ability to prepare, analyze, interpret, and present complex statements and reports.
- Ability to communicate ideas effectively both in writing and orally.
- Bilingual Spanish preferred.

Essential Physical Skills:

- Must be able to sit for extended periods of time and enter data on a personal computer or terminal. Work requires reaching, standing, fingering, grasping, and repetitive motions.
- Occasional bending, stooping, and lifting up to 25 pounds. Will be required to file, and/or retrieve files, and transport material, and/or equipment, to an off-site storage facility.
- Must be able to operate a variety of equipment including a computer, telephone, copier, cash register, etc.
- Tasks require visual perception and discrimination. Visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities
- Ability to communicate verbally in person and on the telephone

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. The omission of an essential function does not preclude management from assigning duties not listed herein.

Environmental Conditions:

Works Primarily in an office environment.

Key Competencies:

Integrity, initiative, judgment, attention to detail, interpersonal skills, communication (oral and written). Work is performed under general supervision of the Town Hall Office Supervisor. Performance is reviewed through reports, periodic internal and external audits, conferences, and an annual performance appraisal review.

This description is not intended to be, nor should it be construed as an all-inclusive list of responsibilities, skills or working conditions associated with the position. It is intended to accurately reflect the activities and requirements of the position, but duties may be added, deleted, or modified as necessary. This description does not constitute a written or implied contract of employment. The Town of Howey-in-the-Hills Town Council reserves the right to update and/or change this job description at will.

The Town of Howey-in-the-Hills is a Drug-Free Workplace, Smoke-Free Workplace, and EOE.



The Town of Howey-in-the-Hills is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town of Howey-in-the-Hills will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

This employer participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S. If E-Verify cannot confirm that you are authorized to work, this employer is required to give you written instructions and an opportunity to contact Department of Homeland Security (DHS) or Social Security Administration (SSA) so you can begin to resolve the issue before the employer can take any action against you, including terminating your employment. Employers can only use E-Verify once you have accepted a job offer and completed the Form I-9. E-Verify Works for Everyone For more information on E-Verify, or if you believe that your employer has violated its E-Verify responsibilities, please contact DHS.

Employee Signature and Date:

I, _____, acknowledge and have reviewed this job description.
(Employee’s Name – PRINT Name)

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Employee’s Signature Date: _____

Supervisor’s Signature Date: _____