



## Town of Southwest Ranches Job Description

Title: **Administrative Assistant/Customer Service**  
Department: Executive Department  
FLSA Status: Non-Exempt  
Reports to: General Services Manager

### **General Description:**

Performs a wide variety of receptionist and administrative tasks at Town Hall and is the first impression to visitors, vendors and employees. Responsible for providing superior customer service in a fast-paced environment and assisting customers and staff members in a professional and efficient manner. Works as required within the context of the Town's Mission, Vision and Values Statement with a strong and progressive customer service orientation.

### **Essential Functions:**

1. Answers multi-line phone system and directs all calls and messages to/for all Town Departments.
2. Greets and assists visitors and staff in a friendly, professional, and hospitable manner; provides information as requested.
3. Assists general public and staff with general information and responds to general Town inquiries.
4. Receives, stamps, and distributes internal mail to Town Staff and Council Members.
5. Purchases all Town office supplies; receives goods and distributes to staff.
6. Processes claim vouchers for the department and prepares bank deposits slips.
7. Photocopies, assembles and faxes documents, as necessary.
8. Responsible for payments and receipts for payments for various departments and services.
9. Performs various administrative duties such as filing, typing, reports, spreadsheets and computer input and retrieval.
10. Keeps up-to-date on information and technology affecting functional areas to increase innovation and ensure compliance.
11. Performs other duties and special projects as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

### **Minimum Qualifications:**

- A. Education and Experience:



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Must possess high school diploma or GED. Associate's degree in Business Administration preferred. Some work experience in an office environment required. Proficiency in Microsoft Office Suite required. A comparable amount of training, education or experience may be substituted for the minimum qualifications.

- B. Advisory Board Liaison:  
None
- C. Certifications: (within one (1) year of hire date)  
ICS certifications in accordance to Emergency Management position and the Town's NIMS requirements.
- D. Knowledge, Abilities, and Skills:
- Must have knowledge of standard office practices, procedures, equipment, and office assistance techniques. Must have working knowledge of Microsoft software including Word, Excel and databases.
  - Ability to serve the public and fellow employees with honesty and integrity in accordance with the Town's Ethics and Conflict of Interest policies.
  - Ability to establish and maintain effective working relationships with the general public, coworkers, elected and appointed officials and members of diverse cultural and linguistic backgrounds regardless of race, color, religion, age, gender, ethnicity, disability, sexual orientation, marital status or political affiliation.

### **Essential Physical Skills:**

Acceptable eyesight, hearing (with/without correction), ability to communicate (orally and in writing), reaching, pulling, pushing, walking, standing, sitting, kneeling, and bending.

### **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 Clerk and is reviewed through reports, periodic internal and external audits, conferences, and an annual performance appraisal review.



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(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)



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Employee Signature and Date:

I, \_\_\_\_\_, Acknowledge Review of This Job Description.  
(Employee's Name - PRINT Name)

\_\_\_\_\_  
Employee's Signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor's Signature

Date: \_\_\_\_\_