



Position: Multi-Tasking Administrative/Billing Specialist

Division: Administrator's and Clerk's Office (serves all departments)

Accountable to: Town Administrator and Town Clerk

FLSA: Non-Exempt

Specifications are intended to present a descriptive list of the range of duties performed. These are not intended to reflect all duties performed with the job.

SUMMARY

Perform a variety of receptionist and administrative duties for the town departments. Provide prompt and courteous service to customers in person and on the phone. Oversee the utility billing department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Perform routine clerical and administrative work in answering phones; disseminate mail; filing papers, records retention.

Receive the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.

Submit and track work orders for maintenance request.

Receipt all cash, checks, credit cards, electronic payments and enters the same into the accounting system.

Prepare documents for filing, copying and mailing. Assist with meeting agenda preparation.

Process new utility accounts. Close utility accounts. Prepare monthly delinquent report.

Responsible to perform all aspects of the monthly meter reading.

Print and mail utility billing cards at end of month.

Process paperwork for Permits to include building, special, golf cart and other permits.

Provide administrative assistance to the following additional departments: Community Development; Public Works; Police; Town Council.

Assists in communicating official plans, policies and procedures to the general public.

Maintains inventories and ordering of office supplies and materials.

Performs additional duties as assigned, which may include projects/special assignments; attending town special events; and attending meetings and/or training.

MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a high school or GED equivalent;
- (B) General understanding of municipal office procedures;
- (C) Advanced computer skills;
- (D) Preferred Bi-lingual (Spanish).
- (F) Ability to collect monetary payments; enter such payment; provide receipt for such payment and make correct change for such payment if need (without the help of a register).

Necessary Knowledge, Skills and Abilities:

- (A) Some knowledge of office procedures in a municipal setting;
- (B) Advanced experience with Microsoft Office software; some experience with municipal utility billing;
- (C) Ability to prepare, organize and maintain reports and filing systems; Ability to communicate effectively orally and in writing; Ability to establish and maintain effective working relationships with citizens, employees, supervisors and the general public; Ability to follow verbal and written instructions;
- (D) Must be able to establish and maintain effective working and professional relationships with Town and other public employees/officials, Department members, legal professionals, and the general public. The position requires the ability to communicate effectively and have interpersonal, public relations, problem solving/stress management and self-discipline skills.

Additional Requirements for employment:

- (A) Must possess a valid Florida Class E driver license
- (B) Pursuant to Florida Crime Information Center, must pass applicable post offer pre-employment testing, fingerprinting, background and credit check selection process requirements.

TOOLS AND EQUIPMENT USED

Personal computer, including Excel; word processing, Quickbooks, Utility Billing; Email; Facebook; phone; copy, scanning and fax machine; recording equipment; vacuum and broom; vehicle; handheld meter reading equipment;

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in an air-conditioned office setting. Occasional outside work. Occasional driving. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand; walk; talk and hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the 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 accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.