

**OFFICE ADMINISTRATOR****SUMMARY:**

Under limited supervision, oversees the support function in the Department of Engineering Services and Public Works to include supervising staff, performing administrative personnel related activities, monitoring workflow, training and orienting new employees, and ensuring efficiency of work processes. Performs other related duties.

**ESSENTIAL FUNCTIONS:** *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

**DUTIES AND RESPONSIBILITIES:** *(Which are **not** in any hierarchical order)*

1. Supervises and oversees training and provides direction to staff engaged in administrative duties for the Department.
2. Evaluates and reviews performance of staff, to include hiring, termination, and discipline recommendations.
3. Plans and assigns office activities and work projects.
4. Supervises and coordinates the completion of filing, typing, and answering phones.
5. Supervises and maintains accountability for revenue accounting, database management, processing purchase requisitions and purchase orders, job costing information, accounts receivable activities, accounts payable activities, research and report preparation.
6. Assists the Director of Engineering Services and Public Works in statistical and financial analysis, research, data compilation, and report preparation.
7. Supervises the coordination and maintenance of the department filing system, to include supervisor's files, department staff files and all department records, forms, reports and databases both hardcopy and electronically.
8. Supervises payroll completion.
9. Organizes meetings for the Director and the department. Assists the Director with calendar and any special projects assigned to the Department.
10. Responds to questions and complaints from the public. Maintains information through the customer request program.
11. Attends department meetings and acts as the department representative when directed.
12. Develops and implements policy and procedures for administrative activities that supports all divisions of the department.
13. Completes special projects as assigned by the Director.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of computer hardware and software pertinent to area of assignment.
- Knowledge of customer service and public relations practices and procedures.
- Knowledge of general office equipment.
- Knowledge of legal document preparation and dissemination.
- Knowledge of principles and practices of effective supervision.
- Skill in listening to issues and complaints and ability to reach sound conclusions.
- Skill in prioritizing and handling multiple tasks simultaneously.
- Skill in resolving customer complaints.
- Skill in utilizing a variety of computer software programs to develop legal documents, spreadsheets, etc.
- Skill in utilizing written and verbal communication skills in preparing legal documents, notices, and minutes
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

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**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves sedentary to light work in an office setting. There is occasional need to stand, stoop, walk, sit, lift light objects (up to 25 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

**MINIMUM QUALIFICATIONS:** Associate's degree and five (5) years of progressively responsible experience in administrative management or any equivalent combination of training and experience required. Two (2) years supervisory/lead experience, required. A valid Florida driver's license is required.