

LAKWOOD RANCH INTER-DISTRICT AUTHORITY



Job Title: Administrative Assistant I
Department: Various
FLSA Status: Non-Exempt
Job Grade: Grade 7
\$29,575 - \$44,363 Annually
\$14.22 - \$21.33 Hourly
Effective Date: October, 2017

JOB SUMMARY

This position is the first contact point for visitors to the building. The primary role is to greet all customers and provide assistance as needed, and to provide multi-line telephone support to either assist with calls or direct the caller to the appropriate staff member. This position will also perform a variety of highly responsible administrative and operational duties.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent GED.
- Minimum of two (2) years combination of customer service and administrative related experience. Equivalent combinations of education and experience may be considered.
- Must be punctual; regular attendance is required.
- Must maintain a valid Florida driver's license.
- Successful completion of background check and drug screening.

KNOWLEDGE/SKILLS/ABILITIES

- Knowledge of general administrative practices and procedures.
- Knowledge of proper business communications.
- Knowledge of modern office equipment, practices, and procedures.
- Skilled in computer operations and pertinent software applications, including Microsoft Office suite of products.
- Must possess a high level of customer service knowledge.
- Must possess good organizational skills.
- Must possess good interpersonal and communication skills.
- Must be able to work as part of a team and foster a positive work environment.
- Ability to work in a fast-paced environment with the ability to juggle multiple tasks and demands.
- Ability to handle sensitive situations with poise, tact, and diplomacy.
- Ability to communicate effectively, both verbal and written.
- Ability to exercise good judgment and to make independent decisions in accordance with established department policies and procedures.

ESSENTIAL FUNCTIONS

1. Greet and assist all customers.

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2. Answer multi-line telephone and either assist the caller or direct the call to the appropriate staff member.
3. Perform general administrative tasks in support of the office, its directors, and managers; may be required to order office supplies.
4. Provide homeowners with any pertinent information necessary or requested.
5. May be required to receive or handle money or payments.
6. Coordinate aspects of dog park access and maintenance for homeowners.
7. May be required to enter and maintain homeowner data in the database.
8. Process all incoming mail.
9. May be required to maintain specialized manuals or automated files and records; may oversee specialized document collections.
10. May be required to train other staff in departmental procedures.
11. Responsible for promoting positive community relations.
12. Responsible for professional and courteous working relationships with all IDA employees, District Supervisors, and HOA Directors.
13. Responsible for prompt, accurate, and courteous service to all customers and other outside agencies or vendors.
14. Perform all other duties as assigned.

SUPERVISORY RESPONSIBILITY

No supervisory responsibility for this position

WORKING CONDITIONS

Work is conducted primarily in an office environment. There are occasional trips to other facilities within Lakewood Ranch, at which conditions may vary. This position frequently requires working within strict deadlines. Typically sitting at a desk. Lifting up to 25 lbs.

WORKING HOURS

Normal working hours are 40 hours per week. Schedule may be Monday through Thursday, or Tuesday through Friday, as determined by Supervisor.

Overtime may be required; position is eligible for overtime pay (1 ½ time hourly rate).

ADA COMPLIANCE

The Lakewood Ranch Inter-District Authority is an Equal Opportunity Employer. Reasonable accommodations may be made to qualified individuals with disabilities to perform the essential physical functions. Prospective and current employees are invited to discuss accommodations.