

MAJOR FUNCTION

This is responsible administrative work in the City Commission Office. Assignments involve scheduling and coordinating engagements, writing correspondence, conducting research and interacting directly with citizens. Work is performed under the supervision of the City Commissioner to whom the incumbent is assigned. Work is evaluated through conferences, observations; written reports; and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Assists Commissioners in the performance of their duties as follows: Handles routine details of general complaints from citizens by coordinating efforts with the Customer Service Center and other City departments, as appropriate. Represents Commissioners at meetings to furnish or obtain information as needed, and participates in staff briefings, as requested by the Commissioner to whom the incumbent is assigned. Researches, analyzes and briefs Commissioners on complex and lengthy issues. Assists Commissioners in managing budget. Generates information and material on given subjects; and prepares and types reports, memoranda, letters, speeches, proclamations, and other documents and maintains files as appropriate. Tracks and follows up on agenda questions and data requested from staff. Reviews, routes and/or responds to correspondence and other incoming documents directed to Commissioners. Independently drafts correspondence for Commissioners' signatures. Keeps Commissioners informed of calls, correspondence, and incoming documents. Maintains Commissioner's calendar, receiving requests for meetings or speaking engagements to schedule appointments. Makes arrangements for conferences, public appearances and meetings, including space, time, and place. Informs participants of topics to be discussed, and may provide them with background information. Receives and routes telephone calls, and answers questions. Performs related work as required.

Other Important Duties

Arranges the Commissioner's travel, preparing related paperwork, contacting airlines, travel agency, and hotels. Performs related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the organization, operations, governing laws, and policies of the City. Knowledge of research methods and techniques, and methods of report preparation and presentation. Ability to analyze facts and exercise judgment to arrive at valid conclusions. Ability to conduct surveys and analyze, interpret, and report findings. Ability to employ interpersonal skills to establish and maintain effective working relationships that are necessary to successful job performance. Ability to communicate effectively, both orally and in writing. Ability to organize and prioritize work. Skill in the use of modern office equipment, including microcomputers and the peripherals, applications and software programs necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree and one year of professional, staff, secretarial, or administrative experience; or possession of a high school diploma or an equivalent recognized certificate and five years of professional, staff, executive secretarial, or administrative experience; or an equivalent combination of training and experience.

Necessary Special Requirements

At the Commissioner's discretion, a valid Class E State driver's license may be required at the time of appointment for any of the designated positions allocated to this class.

Ability to operate a microcomputer using word processing applications at the normal user level, as defined by the City of Tallahassee, with at least 75% accuracy.

Established: 05-31-88
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03-10-93
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04-23-03
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02-19-10*