

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: UTILITY SUPPORT SPECIALIST (Job Code 843).

GENERAL STATEMENT OF JOB

Under general direction performs a broad range of intermediate to advanced office support functions for the Department of Environmental and Engineering Services. Employees in this class generally possess extensive departmental knowledge and excellent administrative, analytical and software skills. Duties include, but are not limited to, the preparation of staff reports, spreadsheets and presentations; data entry of laboratory analytical results; compilation of standard operation procedure documents; records management; processing of bid documents; creation and maintenance of departmental forms, spreadsheets and other electronic documents; and strong writing and proofreading skills. The incumbent prioritizes tasks and performs work independently and with supervision as necessary.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Uses modern office equipment including a computer and related hardware and software programs to complete assigned work, which includes preparation of correspondence, reports, spreadsheets and presentations using such programs as MS Office, Adobe Acrobat Writer and the HTE system.

Demonstrates intermediate to advanced level skills in the use of Excel spreadsheets, e.g., linking data between worksheets and workbooks, working with complex formulae, constructing custom macros and templates, and integrating spreadsheets into MS Word and MS PowerPoint.

Assists in the research and preparation of technical reports and permitting documents.

Compiles technical documents, including procedure manuals, which require intermediate writing and editing skills.

Assists in the preparation of lab, water and wastewater reports for compliance with Federal, State and local government regulations. Compiles data into monthly operating reports for submittal to governmental agencies. Knowledge of various chemical and compounds used in water and wastewater treatment would be helpful.

Performs a variety of essential record keeping duties, including the indexing, reproduction and maintenance of engineering documents stored in databases or in hard copy form.

Assists other departmental employees by relaying instructions and requesting information as directed by supervisor.

Performs general administrative duties including answering inquiries from the public, processing engineering permits, processing payroll and maintaining payroll records and reports, placing office supply

orders, processing department requisitions for ordering, performing order follow up, processing claim forms, producing meeting minutes, completing and preparing various forms and other relevant materials.

Maintains department calendar, schedules meetings and equipment repair and service, and arranges for travel and department functions.

Performs Emergency Response duties as assigned.

Performs related work as required.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or equivalent, and at least three (3) years full-time relevant work experience. Experience in a technical environment such as a utility, engineering firm or laboratory is preferred, as well as college-level courses in advanced office support. Must possess and demonstrate an advanced level of competency in designated PC software programs.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve some walking, standing, bending, reaching, sitting; some lifting and carrying objects of light to moderate weight up to 20 pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read and comprehend a variety of materials relevant to government, legal and city administration operations that range from moderate to complex levels.

Intelligence: Requires the ability to analyze and interpret problems, and draw valid conclusions in task processing and prioritization.

Verbal Aptitude: Demonstrates the ability to communicate efficiently and effectively in Standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting and filing documents, and operating appropriate office equipment.

Manual Dexterity: Requires the ability to properly and effectively utilize a variety of modern office equipment, especially that of a PC, printer, scanner, and PC-related equipment, hardware and software. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Demonstrates the ability to deal with people from a variety of departments and agencies in both giving and receiving instructions. Must perform under stress of frequent deadlines.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging information by means of spoken words: hearing: perceiving nature of sounds by ear).

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of advanced office support functions.

Knowledge of report and record keeping principles and techniques.

Knowledge of filing principles and methods.

Knowledge of business English, the application of such to a variety of formats and styles, and editing principles and techniques.

Skilled in both written and oral communications for effective expression and clarity.

Ability to exercise sound judgment and make independent decisions in accordance with established departmental policies and procedures.

Ability to establish and maintain effective working relationships with supervisor, support staff and other departments with which position interacts.

Ability to analyze, organize and review work for efficient results and accuracy.

Ability to handle a multitude of diverse tasks simultaneously while maintaining an attention to detail for the purpose of ensuring accuracy in task performance.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date