



HAINES CITY

POSITION ANNOUNCEMENT

POSITION TITLE: Part-Time Secretary

DATE OPENED: 03/06/2017

DEPARTMENT: Human Resources

HIRING RANGE: \$10.00 per hour

SUMMARY/OBJECTIVE:

This is a responsible administrative and staff support work of a complex nature supporting diverse functions.

ESSENTIAL FUNCTIONS:

- Assists supervisor in researching and responding to inquiries and complaints.
- Independently resolves routine to moderately complex complaints
- Coordinates work flow, and facilitates work completion.
- Assists in development, preparation, and monitoring of annual and project budgets.
- Composes moderately complex correspondence.
- Performs limited analyses and prepares and summarizes moderately complex statistical data.
- Writes, edits, produces, and distributes informational, publicity, and promotional material.
- Communicates policies, procedures and other relevant information to internal and/or external customers.
- Assists with fuel ordering, tracking and reporting.
- Processes and follows up on customer service requests.
- Prepares personnel reports and meeting minutes.
- Acts as a receptionist; receives screens and routes visitors, phone calls and service requests from internal and/or external customers.
- Answers routine information requests.
- Refers non-routine information requests.
- Sets up, organizes, tracks, files, maintains, and retrieves files.
- Processes payables.
- Performs other assigned duties as required.

KNOWLEDGE, ABILITIES AND SKILLS:

Thorough knowledge of office terminology, practices, equipment and business English, spelling and arithmetic. Knowledge of computers and relevant office software. Ability to use personal computers and basic office equipment. Thorough knowledge of organizational policies, procedures and practices. Ability to analyze moderately complex information and prepare moderately complex summary reports. Ability to understand and follow complex oral and written instructions. Ability to resolve customer complaints and answer inquiries. Ability to work effectively with co-workers and internal and external customers. Ability to communicate effectively, both orally and in writing. Ability to organize and coordinate multiple work and office staff assignments.

Our Mission

"Our team of professionals will provide our residents and business community with the highest quality services in a fiscally responsible manner through cooperation, strong ethical leadership with a lifelong commitment to enriching lives."

P.R.I.D.E.

Professionalism • Responsiveness • Integrity • Diversity • Ethics

TRAINING AND EXPERIENCE:

High school graduate (or GED) and one (1) year support staff experience, or an equivalent combination of training and experience which provide the required knowledge, abilities, and skills. Bilingual (English/Spanish) preferred.

REVISED 01/2017

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