



# CITY OF BROOKSVILLE

## JOB DESCRIPTION

**POSITION TITLE: Administrative Assistant II**  
**DEPARTMENT: Public Works**  
**DIVISION:**  
**SUPERVISED BY: Department Director or Designee**

**JOB SUMMARY/OVERVIEW OF THE POSITION:** The Administrative Assistant II provides advanced clerical and administrative support to the Public Works Department, including Streets, Drainage, Facilities, Fleet, Sanitation, and related divisions. This position is a more complex administrative support; may assist with reports, budgeting, or department projects. Responsibilities include providing professional customer service to residents, contractors, and vendors; processing and tracking work orders; maintaining department records; assisting staff with programs; and supporting departmental operations. This position requires accuracy, attention to detail, and the ability to manage multiple tasks in a fast-paced, service-oriented environment. This position is designated as essential personnel and will be required to work during emergency operations, including severe weather events and natural disasters. Employees must participate in emergency preparedness and response activities, and complete required NIMS (National Incident Management System) training as directed.

### **ESSENTIAL JOB FUNCTIONS:**

- Provide courteous and professional customer service to the public, vendors, and contractors in person, by phone, and via email.
- Receive, log, and track service requests and work orders through the City's work order management system.
- Dispatch work orders to field crews and update statuses as work progresses.
- Maintain and update department records, files, and databases in both physical and electronic formats.
- Prepare purchase orders, requisitions, and other procurement-related documents as directed.
- Assist with processing invoices and monitoring budget expenditures.
- Coordinate scheduling for meetings, inspections, and maintenance activities.
- Compile data and assist in preparing monthly and annual reports.
- Maintain an organized inventory of departmental supplies and order replacements as needed.
- Assist in preparing correspondence, memos, and public notices.
- Ensure confidentiality of sensitive records and information.
- Scan, index, and upload documents into the City's electronic records management system.
- Perform payroll and timekeeper functions for department.
- May oversee administrative assistant I as assigned.
- Perform other related duties as assigned by the Public Works Director or designee.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of modern office practices, procedures, and equipment.
- Basic understanding of Public Works functions, including streets, drainage, sanitation, and facility maintenance preferred.
- Skill in operating standard office equipment, including computers, copiers, and scanners.
- Proficiency with Microsoft Office Suite; ability to learn department-specific software and work order systems.
- Strong verbal and written communication skills; ability to interact effectively with the public, vendors, and City staff.
- Ability to prioritize tasks, maintain accuracy, and pay attention to detail.
- Ability to maintain confidentiality and exercise discretion with sensitive information.

## **PHYSICAL SKILLS:**

- Use of both arms, legs, and hands with majority of fingers.
- Good vision and hearing (corrective devices acceptable).
- Ability to lift and carry up to 25 pounds.
- Ability to sit for extended periods and perform tasks requiring walking, standing, crawling, squatting, kneeling, bending, pushing, balancing, climbing, and stooping.

## **EDUCATION, TRAINING AND EXPERIENCE:**

- High School Diploma or GED required.
- Two (2) or more years of clerical, administrative, or customer service experience required; municipal or public works office experience, preferred.
- Experience with computerized recordkeeping or work order systems preferred.

**LICENSES, CERTIFICATIONS OR REGISTRATIONS:** Valid Florida Driver's License – Class E.

***ADA STATEMENT:*** *A qualified employee or applicant with a disability may be afforded a reasonable accommodation to perform the essential job functions of a position in compliance with the Americans with Disabilities Act.*

***DRUG-FREE WORKPLACE:*** *City of Brooksville is a drug-free workplace in accordance with Federal and Florida law.*

***VETERANS' PREFERENCE:** Under Section 295.07, F.S., Chapter SSA-7, City of Brooksville provides to Veterans, that preference in appointment will be given to preference-eligible applicants.*

**HR INFORMATION**

**REVISION DATE: 10/2025**

**FLSA STATUS: Non-Exempt**

**PAY GRADE: See current pay scale**