



The City Beautiful

City of Coral Gables Job Description

Job Title: Operational Services Coordinator
Department: City Clerk
Classification: 0605
Pay grade: 22E
FLSA: Exempt

Prepared Date: 1/09
Approved By: Walter Foeman
Approved By: Marjorie H. Adler

Summary

Provides operational analysis, support, supervisory coordination, and overall management for all passport activities and other functions of the City Clerk's Office. Exercises initiative, decision-making, and independent judgment under the general direction of the City Clerk.

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Manages all Passport Acceptance Facility activities including creating and/or updating Customer Profile database, creating and/or adhering to Business and Marketing plans, developing quarterly, monthly, and annual reports, and assisting in the customer inquiry and application process.

Coordinates the filing and internal tracking of original Legislation documents. Utilizes TRIM Context Electronic Records and Document Management Application to compile, store, maintain and retrieve materials used for support to agenda items and legislation.

Coordinates and tracks Legislative approval process.

Assists the City Clerk in developing and implementing a Constituent Complaint Tracking System as it pertains to the legislative process.

Prepares Public Informational Request logs, including monitoring those requests which exceed 20 minutes for appropriate billing of same.

Creates and sends appointment letters and board packets to newly elected Board and Committee members. Coordinates the filing of meeting notes, attendance records, and minutes.

Produces vacancy reports to the City Clerk whenever a vacancy exists for notification to the Commission. Coordinates with the Department of Information Technology regarding verification of residency status.

Assists the City Clerk in implementing the Records Management Plan, including managing access to both active and inactive records through the automated File Indexing System.

Develops procedures and maintains logs for lobbyist registration.

Maintains a workload analysis showing time efficiencies of the percentage of work activity in the various functional areas.

Conducts records research, collects data and provides appropriate information to other City departments, officials and the public.

Prepares public notices/advertisements/contracts, resolutions, ordinances, appeals, bid protests, agenda packets, transcribes minutes, and prepares the Commission Chambers for Commission meetings.

Assumes responsibilities of the Deputy City Clerk when in his/her absence, providing notary services, assisting with the election process for Boards and Commission members and assisting liaisons with inquiries regarding records management related issues.

Performs other related tasks as required.

Knowledge, Skills, and Abilities

Knowledge of real numbers; algebraic solution of equations, probability and statistical inference. Knowledge of fractions, percentages, ratios, and proportion application analysis for reports. Ability to manage a functional area of the office. Ability to provide operational analyses regarding work processes. Ability to read and interpret business records and statistical reports. Ability to prepare reports using mathematical skills. Ability to understand federal, state, and City government guidelines and procedures. Organizational and problem-solving skills. Human relations skills to frequently deal with the public. Skills in Microsoft Word, Excel, Outlook, PowerPoint, and Windows.

Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, hands to fingers dexterity, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, calculator, copiers and fax machines. Requires a significant amount of standing as well as sitting for long periods of time in front of the computer screen or work station. Work is predominately indoors within a usually quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 20 lbs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Minimum Education and Experience

Bachelor degree in Business Administration or related field from an accredited college; Masters degree preferred.

Certified Municipal Clerk preferred.

Six (6) months to one (1) year experience in a related area.

Valid Florida driver's license.