

CITY OF SANIBEL
BUDGET AMENDMENT

FUND: GENERAL FUND / RECREATION FUND
DEPT: Legislative / Administrative

FUND	ORG	OBJECT	DESCRIPTION	Project	Amount Prior To Change	Incr/(Decr) REVENUE	Incr/(Decr) EXPENSE	Amount After Change
LEGISLATIVE DEPARTMENT								
001	0011100	412100	Salaries Full Time		51,571	-	47,962	99,533
001	0011100	423010	Cafeteria Benefits		25,678	-	13,415	39,093
001	0011100	421010	OASDI		5,187	-	2,974	8,161
001	0011100	421020	Medicare		1,295	-	695	1,990
001	0011100	422000	GE Pension		22,778	-	9,707	32,485
001	0011100	422410	401(a)		1,557	-	1,793	3,350
ADMINISTRATIVE DEPARTMENT								
001	0011200	412100	Salaries Full Time		376,583	-	(31,375)	345,208
001	0011200	423010	Cafeteria Benefits		44,022	-	(3,447)	40,575
001	0011200	421010	OASDI		25,182	-	(1,945)	23,237
001	0011200	421020	Medicare		8,434	-	(455)	7,979
001	0011200	422000	GE Pension		147,595	-	(9,707)	137,888
GENERAL FUND								
001	0018100	991700	Transfer to Recreation Center Operations		1,338,673	-	16,588	1,355,261
001	0011900	999100	Reserve for Contingencies		157,176	-	(46,205)	110,971
RECREATION FUND/CENTER 4 LIFE								
170	1707270	412100	Salaries Full Time		49,712	-	12,207	61,919
170	1707270	423010	Cafeteria Benefits		6,888	-	3,447	10,335
170	1707270	421010	OASDI		3,961	-	757	4,718
170	1707270	421020	Medicare		926	-	177	1,103
170	170	381010	Transfer from General Fund		1,338,673	16,588	-	1,355,261
					TOTAL:	\$ 16,588	\$ 16,588	

PURPOSE:

To appropriate funds for the reorganization of the Legislative Department and changes to the Administrative Department and the Center 4 Life per the attached memo. This amendment does not increase the FY2014 budget.

Prepared by: S. Chaipel Date: 4/18/2014 Resolution #: Date: Entered: Journal #: Date:

Legislative Department Reorganization Budget Amendment

	FY2014	FY2015	
DBP Pension	30.94%	30.94%	Estimate
401a	7.50%	7.50%	
PR Taxes	7.65%	7.65%	

LEGISLATIVE CHANGE

City Clerk	Hrly Rate	Cafeteria Benefits		Hrly Rate	Cafeteria Benefits	
	38.0764	861.84	EmpOnly	38.0764	861.84	EmpOnly
# Hours	824			2080		
# Months		4			12	
Salary	\$ 31,375.00			\$ 79,199.00		
Café Benefits	3,447.00			10,342.00		
PR Taxes	2,400.00			6,059.00		
DBP Pension	9,707.00			24,504.00		
	<u>\$ 46,929.00</u>			<u>\$ 120,104.00</u>		
Deputy City Clerk	Hrly Rate	Cafeteria Benefits		Hrly Rate	Cafeteria Benefits	
	20.0000	1,661.42	Family	20.0000	1,661.42	Family
# Hours	664			2080		
# Months		3			12	
Salary	\$ 13,280.00			\$ 41,600.00		
Café Benefits	4,984.00			19,937.00		
PR Taxes	1,016.00			3,182.00		
401a	996.00			3,120.00		
	<u>\$ 20,276.00</u>			<u>\$ 67,839.00</u>		
Support Services Assistant	Hrly Rate	Cafeteria Benefits		Hrly Rate	Cafeteria Benefits	
	16.0000	1,661.42	Family	16.0000	1,661.42	Family
# Hours	664			2080		
# Months		3			12	
Salary	\$ 10,624.00			\$ 33,280.00		
Café Benefits	4,984.00			19,937.00		
PR Taxes	813.00			2,546.00		
401a	797.00			2,496.00		
	<u>\$ 17,218.00</u>			<u>\$ 58,259.00</u>		
Eliminate Recording Secretary	Hrly Rate	Cafeteria Benefits		Hrly Rate	Cafeteria Benefits	
	14.5000	None		14.5000	None	
# Hours	504.64			1580.8		
# Months						
Salary	\$ (7,317.00)			\$ (22,922.00)		
Café Benefits	-			-		
PR Taxes	(560.00)			(1,754.00)		
401a	-			-		
	<u>\$ (7,877.00)</u>			<u>\$ (24,676.00)</u>		
LEGISLATIVE TOTAL	\$ 76,546.00			\$ 221,526.00		

ADMINISTRATIVE CHANGE

City Clerk	Hrly Rate	Cafeteria Benefits		Hrly Rate	Cafeteria Benefits	
	38.0764	861.84	EmpOnly	38.0764	861.84	EmpOnly
# Hours	824			2080		
# Months		4			12	
Salary	\$ (31,375.00)			\$ (79,199.00)		
Café Benefits	(3,447.00)			(10,342.00)		
PR Taxes	(2,400.00)			(6,059.00)		
DBP Pension	(9,707.00)			(24,504.00)		
ADMINISTRATIVE TOTAL	\$ (46,929.00)			\$ (120,104.00)		

NET APPROPRIATIONS INCREASE	\$ 29,617.00	\$ 101,422.00
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CENTER 4 LIFE FT POSITION THROUGH 07/31/2015

	<u>FY2014</u>	<u>FY2015</u>
PR Taxes	7.65%	7.65%

Administrative Receptionist	Hrly Rate	Cafeteria Benefits		Hrly Rate	Cafeteria Benefits	
	14.8143	861.84	EmpOnly	14.8143	861.84	EmpOnly
# Hours	824			1736		
# Months		4			10	
Salary	\$ 12,207.00			\$ 25,718.00		
Cafeteria Benefits	3,447.00			8,618.00		
PR Taxes	934.00			1,967.00		
CENTER 4 LIFE TOTAL	<u>\$ 16,588.00</u>			<u>\$ 36,303.00</u>		

**CITY OF SANIBEL
RESOLUTION NO. 14-044**

A RESOLUTION REORGANIZING THE LEGISLATIVE DEPARTMENT; AMENDING THE CLASSIFICATION PLAN AND MANPOWER AUTHORIZATION FOR FISCAL YEAR 2013-2014; ADOPTING NEW AND REVISED JOB DESCRIPTIONS FOR THE LEGISLATIVE DEPARTMENT; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City of Sanibel desires to reorganize the Legislative Department to improve the efficiency and effectiveness of operations; and

WHEREAS, the City of Sanibel desires to reallocate the City Clerk position from the Administration Department to the Legislative Department, increase the manpower authorization of the Legislative Department and establish new and revised job descriptions; reassign a current Legislative Department employee to the Recreation Department and temporarily increase the manpower authorization for the Recreation Department to accommodate the employee; and

WHEREAS, the City of Sanibel desires to amend its Classification Plan for fiscal year 2013-2014, approved by City Council on September 7, 2013 and amended on March 4, 2014, and the manpower authorization for the Legislative Department approved in the 2013-2014 City budget.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Sanibel, THAT:

SECTION 1. The reorganization of the Legislative Department to improve the efficiency and effectiveness of departmental operations by allocating the City Clerk position to the Legislative Department, increasing the manpower authorization by two full-time positions in the Legislative Department and by authorizing a temporary manpower increase for the Recreation Department to accommodate a current Legislative Department employee, as reflected in the enclosed memorandum from the City Clerk and the Administrative Services Director (Exhibit A), is hereby approved. The current and proposed organizational structures are attached (Exhibit B1 and B2).

SECTION 2. The necessary amendments to the City of Sanibel Classification Plan and manpower authorization for the Administration, Legislative and Recreation Departments for fiscal year 2013-2014 are hereby approved to:

- a. Reallocate the City Clerk position from the Administration Department to the Legislative Department and revise the job description as appropriate (Exhibit C), and
- b. Establish a Deputy City Clerk, grade 19, position to: provide support to City Council members relating to their participation in local and state organizations and assigned responsibilities in meeting City Council goals; assume day-to-day responsibility for records management, including record digitization; assist in performing advanced administrative tasks in support of the City Clerk; and provide training to new hires relating to City Clerk software programs, such as Laserfiche and Legistar (Exhibit D); and
- c. Establish a Support Services Assistant, grade 17, position to: interface with the public in meeting and greeting visitors and answering a multi-line telephone system; perform administrative tasks relating to the City's web-based citizen communications software to include operating a help-line and granting user permissions; monitor and report on the status of actions under the system; develop and process press releases for the web-based system, Constant Contact and other social media outlets; take and process official photographs and post to web-based systems as appropriate (Exhibit E).
- d. Increase the manpower authorization for the Recreation Department to accommodate the reassignment of a current Legislative Department employee on the deferred retirement option plan as a temporary measure .

SECTION 3. The amended Classification Plan for union and non-union job classifications for Fiscal Year 2013-2014 is attached (Exhibit F).

SECTION 4. Effective date.

This resolution shall take effect immediately upon passage.

DULY PASSED AND ENACTED by the Council of the City of Sanibel, Florida, this 6th day of May, 2014.

AUTHENTICATION:



Kevin Ruane
Mayor



Pamela Smith
City Clerk

Approved as to form:



Kenneth B. Cuyler
City Attorney

Vote of Council members:

Ruane	<u>yea</u>
Congress	<u>yea</u>
Denham	<u>yea</u>
Harrity	<u>yea</u>
Jennings	<u>yea</u>

Date file with the City Clerk: May 6, 2014



MEMORANDUM

TO: JUDIE ZIMOMRA, CITY MANAGER

FROM: PAMELA SMITH, CITY CLERK
JIM ISOM, ADMINISTRATIVE SERVICES DIRECTOR

DATE: APRIL 16, 2014

SUBJECT: REORGANIZATION OF THE LEGISLATIVE DEPARTMENT

It is proposed that the Legislative Department be reorganized to improve the efficiency and effectiveness of operations relating to:

- a. Providing support to City Council members at the level required due to their involvement in and leadership of local and state organizations. Additionally, City Council members have assigned responsibilities relating to adopted City goals, such as water quality, which require a great deal of coordination on the part of the City Clerk relating to meetings and the travel scheduling required.
- b. Responding to a higher reliance from residents, property owners, contractors and others on the City's use of technology as reflected by the approximately 25,000 page hits per month on the City's website.
- c. Evolving from a paper-based government to a cloud-based one.
- d. Meeting the ever increasing demand for more City provided communications through social media outlets.

The proposed restructuring of the Legislative Department is as follows:

- 1. Reallocate the City Clerk position from the Administration Department to the Legislative Department.**

The City Clerk supervises two full-time employees funded in the Legislative Department while the City Clerk position is funded in the Administration Department. The proposed restructuring of the Legislative Department includes adding 2 additional full-time positions to the organization under the supervision of the City Clerk. Allocating the City Clerk position to the Legislative Department places the City Clerk in the same organizational element that she functionally supervises. A revised

job description is attached. No increase in City costs is associated with approval of this action as the annual salary and benefits \$120,104 will be included in the Legislative Department budget instead of the Administration Department budget for fiscal year 2014-2015 and \$46,929 will be transferred from Administration Department to Legislative Department for the remainder of this fiscal year.

2. Increase the manpower authorization and establish a Deputy City Clerk, grade 19, full-time position

The demands on the City Clerk for supporting City Council members have grown significantly as City Council members have increased their involvement and leadership activities in local and state-level organizations. City Clerk activities relating to scheduling meetings and preparing travel itineraries and other support activities to City Council members have shown a substantial increase. Additionally, City Council members are assigned specific responsibilities relating to City goals and priorities, such as water quality, which has increased the travel and meeting coordination activities on the part of the City Clerk. The proposed Deputy City Clerk position will assume responsibility for providing administrative support to the Vice Mayor and other City Council members, except the Mayor, who will continue to be supported directly by the City Clerk. Additionally, this position will assume responsibility for the document imaging program and will train users in the City Clerk software applications, such as Laserfiche and Legistar. Approval of this action will result in increasing the cost of the Legislation Department by \$20,276 for the remainder of this fiscal year and by \$67,839 for salary and benefits for fiscal year 2014-2015. Additional costs for furniture, computer, scanner, Laserfiche license and other incidentals will cost approximately \$6,500.

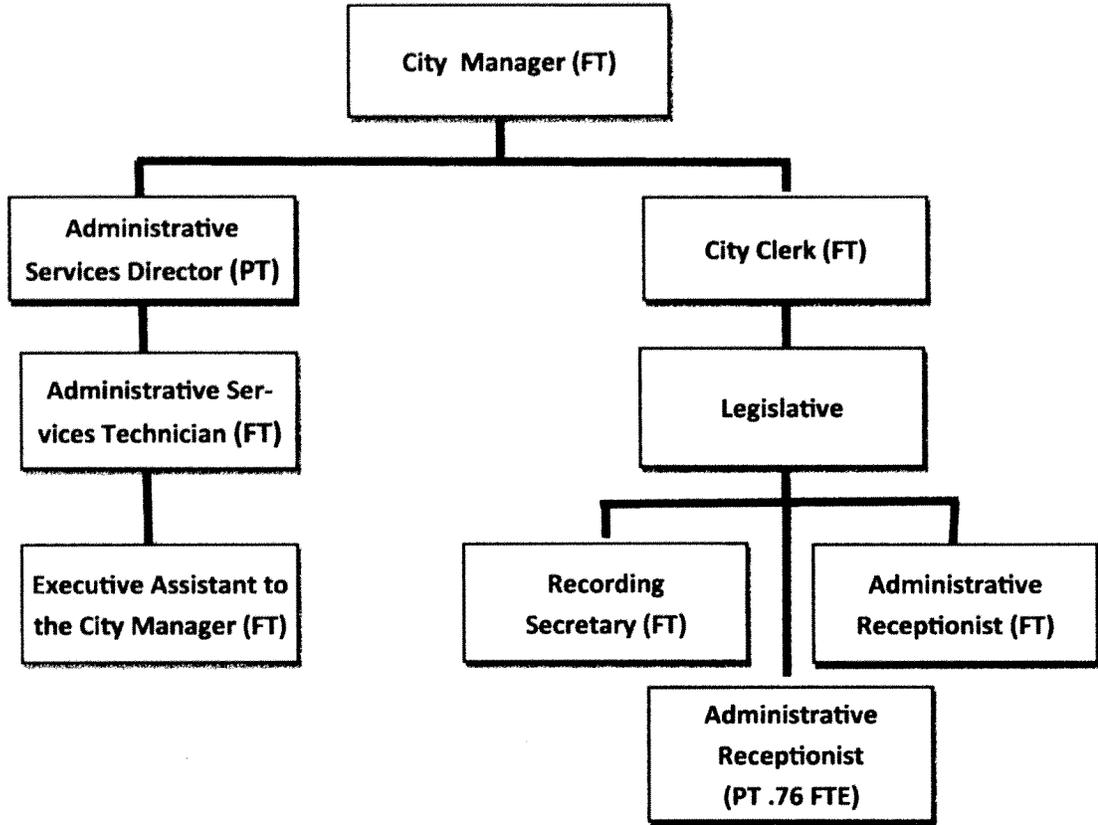
3. Increase the manpower authorization and establish a Support Services Assistant, grade 17, full-time position

The City is in the process of implementing a web-based software system providing access to City services for residents, property owners, contractors and others. The Support Services Assistant will administer the web-based system for users to obtain on-line access to City services and information; serve as the help-line administrator; receive non-emergency requests through the web-based system; maintain logs and conduct follow-up to assure completion and final response to the system users. The position is also assigned responsibility for writing and processing press releases for web-based posting, social media updates and general public release. Maintenance of the City website material for the Legislative Department is also assigned to this position. Additionally, the position will meet and greet visitors at City Hall and answer a multiple-line telephone system. Approval of this position will result in increasing the cost of the Legislative Department by \$17,218 for the remainder of this fiscal year and by \$33,583 for salary and benefits for fiscal year 2014-2015 since \$24,676 of the total cost, \$58,259, is offset by eliminating the part-time, .76 FTE, position currently authorized in the Legislative Department.

4. Reassign the Administrative Receptionist, grade 15, Legislative Department, who is currently on the deferred retirement option plan (DROP) to the Recreation Department and temporarily grant the appropriate manpower authorization

The Administrative Receptionist in the Legislative Department is currently in the DROP with an expiration date of August 2015, although she has indicated she may formally retire prior to August 2015. Significant changes to the methods of operations are occurring in the Legislative Department relating to the City Clerk software operations of Laserfiche, Legistar and the web-based access to City services. In view of the employee's potential retirement within the next 12 months, it is not in the best interests of the department or the City to significantly invest in training an employee who must retire due to DROP no later than August 2015. It is recommended that the employee and a temporary manpower authorization be assigned to the Recreation Department, Center-4-Life, to provide administrative support to the Seniors Program Administrator who is projecting the resignation of a current employee in the near future. Approval of this action will result in increasing the cost of the Recreation Department by \$16,588 for the remainder of this fiscal year and \$36,303 for fiscal year 2014-2015.

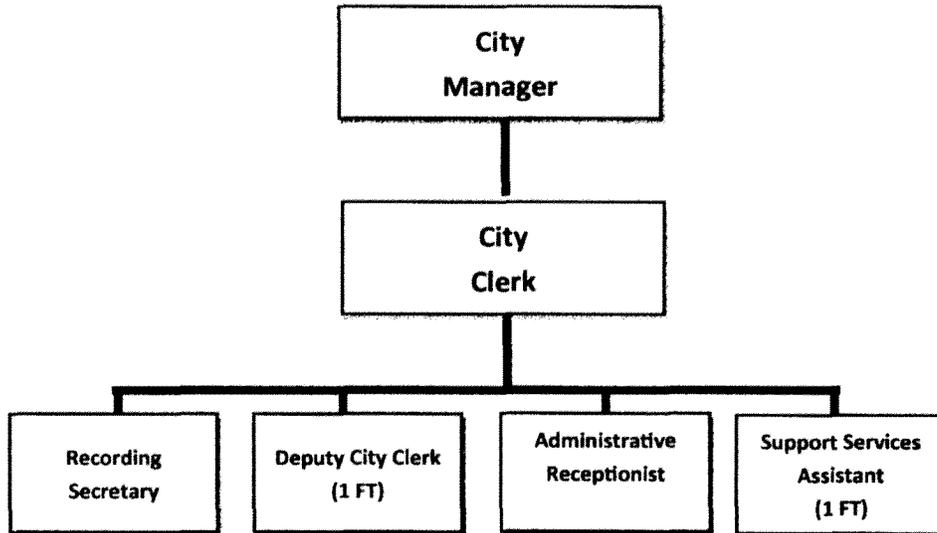
ADMINISTRATIVE\LEGISLATIVE DEPARTMENT
Organizational Chart FY 2013—2014



FT = Full - Time PT = Part Time

Exhibit B2

**LEGISLATIVE DEPARTMENT
PROPOSED STRUCTURE**



FT = Full - Time

CITY CLERK

CITY OF SANIBEL Job Description

Job Title: City Clerk, Grade 24
Department: Administration
Reports To: City Manager
FLSA Status: Exempt
Prepared By: Jim Isom, Administrative Services Director
Prepared Date: March 2, 2005
Approved By: Sanibel City Council
Approval Date: Resolution 05-043, March 12, 2005
(Revised April 8, 2014)

SUMMARY

Serves in an executive level capacity as provided for in the City Charter performing all major City Clerk municipal functions, providing highly accountable, confidential, support to the City Manager, and as department director ensures the effectiveness and efficiency of daily administrative operations of the Legislative Department. Responsible for various elements of the City Council legislative process and all municipal elections. Serves as the records management officer for the City. Position exhibits professionalism in communicating on behalf of the City Manager with internal and external entities. Employee works with considerable independence and initiative, but confers with the City Manager on unusual administrative issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Responsible for various aspects of the City Council legislative process, including but not limited to: drafting and finalizing meeting agendas; attending pre-agenda meetings with the Mayor and City Manager; preparing and distributing agenda packets; submitting legal advertisements and other types of public notice; attesting and recording ordinances, resolutions and other documents enacted or approved by the City Council; arranging for recording of documents in the public records; and providing recording services.

Coordinates all municipal elections requiring an in-depth knowledge of Florida election laws, including preparation of necessary forms for qualifying and maintenance of legally required financial reports of candidates. Work closely with the Lee County Supervisor of Elections and the State of Florida Secretary of State's office to keep abreast of changing election laws.

CITY CLERK – CONTINUED

Serves as custodian of official municipal records requiring a through knowledge of the City Charter and Municipal Code, and State statutes. Provides access to public records as necessary and processes requests for public records.

Serves as Records Management Officer for the City, responsible for the records management function relating to receipt, storage, retrieval, retention and disposal of official records. Oversees the digitization of public records using Lazerfiche.

Responds to concerns, complaints and requests from citizens and visitors providing information or directing callers to other departments as determined appropriate.

Coordinates all official City functions such as the Volunteer Luncheon and Student Government Day.

Responsible for developing, executing and monitoring the annual budgets for the Legislative Department.

Provides support services to City Council appointed committees.

Serves as custodian of the City Seal.

SUPERVISORY RESPONSIBILITIES

Directly supervises three or more employees in the Legislative Department. Carries out supervisory responsibilities in accordance with the City's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's Degree supplemented by six (6) years progressively responsible experience and/or training in administrative support work, demonstrating excellent written communication and organizational skills; or an equivalent combination of education, training, and experience.

CITY CLERK - CONTINUED

SKILLS, KNOWLEDGE AND ABILITIES

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations.

Ability to write press releases, newsletters, reports, business correspondence, and procedure manuals.

Ability to effectively utilize a wide variety of reference material, present information and respond to questions from City Council, managers, customers, and the general public.

Ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations.

Ability to calculate, compute, summarize and/or tabulate data and/or information. Includes the ability to perform subsequent actions in relation to these computational operations.

Ability to apply common sense understanding, apply principles to rational systems, and carry out instructions furnished in written, oral, or diagram form.

Ability to deal with problems involving several concrete variables and exercise independent judgment concerning choices of action.

Ability to be decisive and creative in situations involving evaluating information against measurable or verifiable results.

OTHER KNOWLEDGE, SKILLS AND/OR ABILITIES

Computer skills to perform essential job functions using the Microsoft Suite.

SPECIAL CONDITION OF EMPLOYMENT

The incumbent must be readily available to work irregular schedules immediately before and after a severe weather emergency.

CERTIFICATES, LICENSES, REGISTRATIONS

Florida Certified Municipal Clerk designation preferred; or ability to acquire within four (4) years after hire.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

CITY CLERK – CONTINUED

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

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee will work in an office environment with no exposure to environmental conditions.

NOTE: The City of Sanibel is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

LEGISLATIVE DEPARTMENT DEPUTY CITY CLERK

CITY OF SANIBEL Job Description

Job Title: Deputy City Clerk, Grade 19
Department: Legislative
Reports To: City Clerk
FLSA Status: Non-Exempt
Prepared By: Jim Isom, Administrative Services Director
Prepared Date: April 4, 2014
Approved By: Pamela Smith, City Clerk
Approval Date: April 8, 2014

SUMMARY

Serves under the supervision of the City Clerk assisting in performing advanced administrative tasks in support of the City Clerk's municipal functions. Responsible for Records Management and Document Imaging as well as archiving of records with historical value to ensure information is processed efficiently and effectively. Assists the City Clerk in coordinating and implementing procedures to ensure information and records are readily available for public access. Manages and controls records organization, inactive records and records retention.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Responsible for Records Management for the City addressing receipt, storage, retrieval, retention and disposal of official records that complies with state and federal requirements.

Provides City Council scheduling support to the Vice Mayor and City Council members, other than the Mayor.

Serves as custodian of official municipal records requiring a thorough knowledge of the City Charter and Municipal Code, and State statutes. Provides access to public records as necessary and processes requests for public records.

Assists the City Clerk in coordinating official City functions such as Student Government Day.

DEPUTY CITY CLERK – CONTINUED

Aids and assists the City Clerk in official proceedings.

Assists the City Clerk in preparing material for election qualifying and orientation of the potential candidates.

Prepares proclamations, talking points and other actions as necessary.

Serves as website administrator for the City Clerks functions, updating and maintaining website content.

Assists the City Clerk with special projects as assigned.

Provides training, as necessary, on various City Clerk software such as Lazerfiche and Legistar.

Monitors all records indexed to ensure a proper functioning digitization program.

Responsible for the setup of MacKenzie Hall for City Council meetings.

Acts as the City Clerk in the absence of the City Clerk.

SUPERVISORY RESPONSIBILITIES

None, except in the absence of the City Clerk.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Associate's Degree in business, public administration or similar field supplemented by four (4) years progressively responsible experience and/or training in administrative support work, demonstrating written communication and organizational skills; or an equivalent combination of education, training, and experience.

KNOWLEDGE, SKILLS AND ABILITIES

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations.

DEPUTY CITY CLERK - CONTINUED

Ability to write press releases, newsletters, reports, business correspondence, and procedure manuals.

Ability to present information and respond to questions from City Council, managers, customers, and the general public.

Ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations.

Knowledge of research methods and techniques.

Ability to communicate both orally and in writing.

Knowledge of laws and regulations governing the publishing, filing, indexing and safekeeping of official City records.

Ability to prioritize and prepare reports, memorandums and general correspondence.

Ability to maintain website information.

Ability to deal with problems involving several concrete variables and exercise independent judgment concerning choices of action.

Ability to be decisive and creative in situations involving evaluating information against measurable or verifiable results.

OTHER KNOWLEDGE, SKILLS AND/OR ABILITIES

Possesses computer skills to perform essential job functions using Microsoft Word, Outlook, Excel and PowerPoint.

Must be able to learn and instruct document imaging using Lazerfiche and agenda processing using Legistar.

Must learn and use the City's software system for processing purchase orders, travel vouchers, etc.

SPECIAL CONDITION OF EMPLOYMENT

The incumbent must be readily available to work irregular schedules immediately before and after a severe weather emergency.

DEPUTY CITY CLERK - CONTINUED

CERTIFICATES, LICENSES, REGISTRATIONS

Florida Certified Municipal Clerk designation preferred; or must acquire designation within four (4) years after hire.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee will work in an office environment with no exposure to environmental conditions.

NOTE: The City of Sanibel is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

**LEGISLATIVE DEPARTMENT
SUPPORT SERVICES ASSISTANT
GRADE 17**

**CITY OF SANIBEL
Job Description**

Job Title: Support Services Assistant, Grade 17
Department: Legislative
Reports To: City Clerk
FSLA Status: Nonexempt
Prepared By: Jim Isom
Prepared Date: April 8, 2014
Approved By: Pamela Smith, City Clerk

SUMMARY

Under general supervision of the City Clerk, is responsible for meeting and greeting visitors to the City; answering multi-line telephone system; receiving and distributing general e-mails sent to the City; and performing clerical and administrative tasks relating to the City's web-based citizen communications software concerning access to City services and information. Serves as the citizen communications software help-line administrator providing access to the system as requested by City residents, property owners, contractors and others by granting user permissions, as appropriate. Maintains a log of non-emergency requests received through the City web-based program and through appropriate monitoring actions prepares periodic reports reflecting status of completion and response to the users. Posts City e-mail announcements, as requested, to the web-based system, Constant Contact and other City social media. Develops and/or processes press releases for web-based posting, social media updates and general public release as directed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Meets and greets visitors to the City and answers multi-line telephone system and performs clerical and administrative tasks as assigned.

Performs clerical and administrative tasks relating to the City's web-based citizen communications software concerning access to City services and information.

Serves as the citizen communications software help-line administrator for user access to the system as requested by City residents, property owners, contractors and others by for City services and general information.

SUPPORT SERVICES ASSISTANT – CONTINUED

Receives non-emergency requests through the web-based program, maintains a log of requests and follows up to assure completion and final response to the CSS users.

Drafts and posts approved information such as press releases and other information to the web-based citizen communications software.

Writes and/or processes press releases for web-based posting, social media updates and general public release as directed.

Provides photographic support as required and performs web-based updates to include photographs.

Composes and types general correspondence relating to areas of responsibility.

Remains current on technology changes relating to communications.

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Associates Degree; supplemented by three (3) years progressively responsible administrative type experience in support services functions such as public relations, communications, journalism, or an equivalent combination of education and experience. Strong writing and excellent computer skills required.

SKILLS, KNOWLEDGE AND ABILITIES:

Ability to read and comprehend general instructions, correspondence and memos.

Ability to write press releases, develop brochures and posters.

Ability to effectively present information in one-on-one and small group situations to citizens, contractors, and others who have business with the City.

Excellent people skills with the ability to multi-task is essential.

Ability to provide quality products, work quickly and with accuracy.

SUPPORT SERVICES ASSISTANT – CONTINUED

Ability to apply common sense understanding to carry out detailed but generally routine written or oral instructions.

Ability to deal with problems involving a few concrete variables in standardized situations.

SPECIAL CONDITION OF EMPLOYMENT:

The incumbent must be readily available to work irregular schedules immediately before and after a severe weather emergency. Ability to work irregular hours based upon the need to disseminate information to the public and availability 24/7 for emergency alerts to the general public.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand and walk. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works in an office environment.