



CLASS SPECIFICATION

Town of Hilton Head Island, South Carolina

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title:	Facilities Business Assistant
Department:	Public Projects & Facilities
Class Code:	3110
Salary Grade:	G08
FLSA Designation:	Non-Exempt

General Statement of Duties

The principal function of an employee in this class is to provide administrative support to the Facilities Management Division. The work is performed under the supervision and direction of the Facilities Contracts and Services Administrator, but considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with assigned supervisors, elected officials, other Town employees, other government agencies, boards, committees, and the general public.

Examples of Essential Functions

(Examples are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position. Members of this classification may be required to perform a combination of the tasks below.)

- Processes all sales of passes, permits and meter revenue;
- Answers the main phone line for the Facilities Management Division; responds to and resolves questions and concerns from the public;
- Processes, issues, and files wedding permits and beach passes for assigned facilities; Researches prices for budget items;
- Reconciles daily work from Town Hall and Facilities Management; compiles daily, monthly and annual spreadsheets for Finance Department; reconciles monthly revenue reports; processes and accounts for all annual passes and annual permits including, issuing, recording, maintaining, and inventorying permits and passes;
- Assists with the management of the Facilities Management software programs; processes work orders; researches and navigates processed invoices and purchase orders;
- Processes invoices, maintains files, and follows up on accounts; gathers and collects work orders and invoices from technicians, inter-office envelopes, and US mail; organizes and matches invoices to work orders; fills out appropriate information on work orders from invoices; closes out work orders;
- Assists Contracts and Services Administrator by checking references of vendors;
- Maintains inventory of division office supplies and materials; checks inventory and organizes office supplies; obtains quotes for supplies and materials; orders, receives, and properly stores supplies; files all packing slips in designated spots;
- Gathers, assembles, updates, distributes, and files a variety of information, forms, records, and data; compiles beach revenue and parking information; maintains property history files; researches prior purchases and past bills; researches vendors and contractors prior performance;

- Follows general and position-specific safety regulations and procedures; identifies, corrects and/or reports safety hazards (*See Safety manual for details*);
- Performs emergency or disaster-related duties as assigned;
- Performs other directly related duties consistent with classification role and function.

Knowledge, Skills and Abilities

- Knowledge of the principles and techniques of customer service;
- Knowledge of professional phone etiquette;
- Knowledge of facilities or construction contract management;
- Knowledge of Town and Department operations, policies, and procedures;
- Knowledge of all relevant laws and regulations;
- Knowledge of basic office operations;
- Knowledge of principles and practices of English grammar, spelling, and punctuation;
- Knowledge of the principles of basic accounting;
- Knowledge of basic fiscal management;
- Knowledge of the principles of basic business processes;
- Knowledge of basic principles and practices of bookkeeping;
- Ability to handle confidential information with tact and discretion;
- Ability to generate reports and correspondence with little direction;
- Ability to operate and provide routine maintenance for basic office equipment;
- Ability to make quick and accurate computations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.

Minimum Qualifications

- Associate's Degree in Business or related field; and
- Some administrative support and bookkeeping experience; or
- Any combination of education, experience, special qualifications and training that provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work;
- Valid Driver's License.

Work Conditions and Essential Physical Abilities

The principal duties of this class are performed at a variety of Town properties and facilities, are subject to a variety of weather conditions and terrains, include varied work schedules, and require the following essential physical abilities:

- Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects;
- Balancing: Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium;
- Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized;
- Crawling: Moving about on hands and knees or hands and feet. Crouching: Bending the body downward and forward by bending leg and spine;

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- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips;
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling;
- Grasping: Applying pressure to an object with the fingers and palm;
- Handling: Picking, holding, or otherwise working, primarily with the whole hand;
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in;
- Kneeling: Bending legs at knee to come to a rest on knee or knees;
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes;
- Reaching: Extending hand(s) and arm(s) in any direction;
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers;
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles;
- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly;
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading;
- Visual Acuity 2: Including color, depth perception, and field vision;
- Visual Acuity 3: Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures;
- Visual Acuity 4: Have visual acuity to operate motor vehicles and/or heavy equipment;
- Visual Acuity 5: Have close visual acuity to perform an activity such as: visual inspection involving small defects, small parts, operation of machines; using measurement devices; and/or assembly or fabrication parts at distances close to the eyes;
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.