



*The City Beautiful*

## City of Coral Gables Job Description

**Job Title:** Senior Administrative Analyst  
**Department:** City Clerk  
**Classification:** 0809  
**Pay grade:** 25E  
**FLSA:** Exempt

**Prepared Date:** 04/2016  
**Approved By:** HR/CM



### Summary

This is highly responsible management and complex professional administrative work planning involve with implementing new program initiatives. Work emphasizes assisting the City Clerk in managing the department's budget, departmental IT initiatives, working with the City's records management consultant on emerging technologies in the areas of Enterprise Content Management, Electronic Records and Document Management Systems, our e-mail Management Application, as well as Records Management governance strategies. Work may include customer service functions and interaction with the public, as well as management of departmental resources to ensure proper allocation of personnel. This position will provide analytical, statistical and productivity reports from our Queue Flow Ticketing Application, as well as assume primary responsibility for our Public Management Dashboards (i.e. Including but not limited to a Boards and Committees Compliance Dashboard, etc.), implementation of training programs for usage of our Enterprise Content Management Application TRIM Context 6, our PALMM (i.e. Publication of Archival Library & Museum Materials) Partnership collaboration with FIU and the State library system (i.e. Virtual Historic City, Immigration Narrative Web application, Tracking One Million Orchids, on-line digitized financial disclosure process, forms review and work process review to provide on-line digitization of certification, notarization and attestation forms, etc.) as well as our Legislative workflow and document Management Application (i.e. to incorporate new citizen engagement initiatives).

This individual will exercise independent judgment in evaluating needs and directing issues to the appropriate staff for resolution, as well as evaluating resources allocated to staff to promote efficient operations. Reports to and is supervised by 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.

Assists the City Clerk in matters related to departmental fiscal, administrative and budgetary policy.  
Assists the City Clerk to prepare departmental budget.

Designs and implements appropriate training programs and trains employees citywide.

Evaluates forms, review along with business practice analysis to enable on-line digitalization of designated work flow processes.

Develop approval queues for our contract/agreement review process and establish a workflow in Legistar and in TRIM Context 6 to house said documents and route same around the network.

Develop and analyze statistical and productivity reports and makes recommendations for streamlining operations. Study industry best practices and propose solutions for optimizing operations. Produces other reports as required.

Assists the City Clerk to implement and monitor new initiatives; establishes benchmarks to measure the efficiency of departmental procedures and allocate resources as needed.

Provides analyses of our Public Management Dashboards, as well as assist the City Clerk in creating future dashboard applications.

Develops, implements and evaluates new technology and work with our consultant on record management initiatives within the department, consistent with Florida records retention law.

Prepare analytical, statistical and productivity reports from our Queue Flow ticketing application. Maintains logs; processes complaints when received; tracks the progress of our customer service and complaint resolution function, and records the final disposition.

Ensures completeness of controls, adherence to standards, completion of documentation, quality of output and efficiency of systems and programs.

Performs other related tasks as required.

### **Knowledge, Skills, and Abilities**

Knowledge of department operations, policies, procedures, rules and regulations. Ability to exercise independent judgment. Ability to establish and maintain effective working relationships with co-workers, City employees, management, and the general public. Knowledge of customer service principles and best practices. Must be able to create and maintain accurate records and prepare comprehensive reports. Excellent written and verbal communication skills required. Proficiency in Microsoft Word, Excel, Outlook, PowerPoint, and Windows. Excellent customer service, communication, senior management, analytical and organizational skills are required.

### **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, computer, and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use hands and fingers to handle, feel or operate objects, and 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, copies and fax machines.

Work is indoors within a usually quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 20 lbs. Position may entail considerable time spent standing and/or walking.

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

### **Minimum Education and Experience**

Bachelor's Degree in public administration, business administration, finance, Computer Science or a related field; and Four (4) years responsible and relevant experience performing high level executive management duties for a municipal or other government experience.

Any appropriate combination of relevant education and/or work experience will be considered.

A valid Florida Driver's License.