



# Bastrop County Job Posting

804 Pecan Street, Bastrop TX 78602

(512) 581-7120

An Equal Opportunity Employer

<b>Title:</b>  <b>Administrative Assistant</b>	<b>Opening Date:</b>  <b>September 20, 2019</b>	<b>Application Deadline:</b>  <b>October 4, 2019</b>	<b>Job #:</b>  <b>19154</b>
<b>Department:</b>  <b>Development Services</b>	<b>Salary Range:</b>  <b>\$14.60 - 16.00</b>	<b>Location:</b>  <b>Bastrop, Texas</b>	<b>Travel:</b>  <b>N/A</b>

## INTERNAL AND EXTERNAL JOB POSTING

**Brief Job Description:** This position is responsible to the Development Services Director, or designee, for assisting in the following development activities: provides customer service to the general public, and county staff and officials regarding permitting, on-site-sewage facilities maintenance contracts and contract renewals, complaints, and requests. Primary responsibilities include: greet visitors, process telephone calls and email, maintain appearance and order of reception area, distribute information, document retrieval, record maintenance, process payments, and general administrative duties for multiple Development Services sections. Work involves support services and back up to administrative staff including the Development Services Front Desk staff.

**General Knowledge, Skills, & Abilities:** **Knowledge of:** Rules and regulations related to addressing, development, floodplain, driveway, endangered species, environmental, on-site sewage facilities, retail food and land division; Personal Computer skills and software, including Microsoft Office Suite (Word, Excel, Access and Outlook) and Adobe Acrobat; including accurate and efficient keyboarding skills; Professional Customer Service skills; Proper English usage, spelling, grammar and punctuation; Standard office policies, procedures, and equipment; Bastrop County policies and procedures. **Ability to:** Read and interpret maps; Perform multiple tasks simultaneously in a timely manner; Record, and disseminate accurate information from telephone conversations and personal contact; Communicate clearly and concisely, both verbally and in writing; Understand and follow verbal and written instructions; Complete routine business correspondence; Effectively speak to small audiences to convey information; Properly interpret, understand and make decisions in accordance with laws, regulations and policies; Conduct business with the public in a professional, courteous manner; Function independently, exercise good judgment, manage multiple projects, and meet deadlines; Establish and maintain effective working relationships with those contacted in the course of the job; Demonstrate personal communication skills including effective telephone skills and public speaking; Operate equipment required to perform essential job functions; Work independently in the absence of supervision; Work in a safety-conscious environment and to follow and promote good safety practices; Handle exposure to potentially hostile individuals; Maintain confidentiality of information encountered in work activities at all times.

**Minimum Qualifications:** Must possess a high school diploma or equivalent, and a valid driver's license (required); Two (2) years customer service experience preferred; Data entry, GIS, cartography or related experience desired. Bilingual in English/Spanish (required).

**Work Environment:** Will work indoors in an office setting. Must be able to lift up to twenty-five (25) lbs.

Bastrop County does not discriminate on the basis of race, color, age, national origin, sex, religion or disability in employment or in its activities. Minorities, Veterans, and Disabled applicants are encouraged to apply.

A Bastrop County Job Application is required, and can be downloaded at: <https://na3.docusign.net/Member/PowerFormSigning.aspx?PowerFormId=a7d71333-73b6-4ae5-b3d7-a59c651de914>. Applications can be completed online at <http://www.co.bastrop.tx.us/page/co.jobs>. Applications postmarked after the closing date will not be accepted. Unless otherwise indicated, regular attendance is an essential job requirement of all positions in the county. This position may require shift work outside the normal business hours and weekends. All positions requiring a degree and/or licensing require proof of degree and/or license. Your application for employment with Bastrop County may subject you to a criminal background check.

**IMPORTANT NOTE TO ALL APPLICANTS:** Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Thank you for considering employment with Bastrop County. Visit our website at: <http://www.co.bastrop.tx.us/page/co.jobs>.

**BASTROP COUNTY, TEXAS**  
**Job Description**

*Job Title: Administrative Assistant I*

**Department:** Development Services

**FSLA Status:** Non-Exempt

**Reports To:** Development Services Director

**SUMMARY:** This position is responsible to the Development Services Director, or designee, for assisting in the following development activities: provides customer service to the general public, and county staff and officials regarding permitting, on-site-sewage facilities maintenance contracts and contract renewals, complaints, and requests. Primary responsibilities include: greet visitors, process telephone calls and email, maintain appearance and order of reception area, distribute information, document retrieval, record maintenance, process payments, and general administrative duties for multiple Development Services sections. Work involves support services and back up to administrative staff including the Development Services Front Desk staff.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives supervision from the Development Services Director

Exercises no supervision.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

1. Present a professional image as a representative of Bastrop County and the Development Services Department and provide exceptional customer service to internal departments, external associates and the public.
2. Provide general information, including application process, related to Development Services activities such as land division, environmental concerns, address assignments, development, floodplain, county right-of-way, endangered species, on-site sewage facilities, and retail food.
3. Provide information and answer questions from the public and maintenance providers concerning OSSF maintenance contracts, renewals, and reporting records.
4. Operate a variety of office equipment including telephone, fax machine, computer, copier, and other equipment related to duties.
5. Maintain electronic and paper records, filing system, hard copies, balance deposits and prepare various reports for internal and external distribution.
6. Track frequency of maintenance contract renewals/delinquencies and maintenance contract reports; and prepare correspondence regarding contract renewals/delinquencies.
7. Prepare and track court complaints against homeowners and maintenance providers as needed for Justice-of-Peace Courts and for TCEQ
8. Works as part of a team and maintains a cooperative, helpful attitude towards fellow workers, supervisors, and the general public;

9. Maintains confidentiality and security of all Bastrop County and Development Services information and systems;
10. Performs related work or duties as assigned by supervisor.

**OTHER FUNCTIONS:** Performs other job related duties as directed by supervisor(s). **Regular attendance is considered an Essential Function of this job.** **NOTE:** The essential functions describe the general nature and level of work being performed by employees holding this position. This is not intended to be a comprehensive listing of all duties and responsibilities required, nor are all duties listed necessarily performed by any one employee so classified.

**MINIMUM 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.

**Knowledge of:**

Rules and regulations related to addressing, development, floodplain, driveway, endangered species, environmental, on-site sewage facilities, retail food and land division;  
Personal Computer skills and software, including Microsoft Office Suite (Word, Excel, Access and Outlook) and Adobe Acrobat; including accurate and efficient keyboarding skills;  
Professional Customer Service skills;  
Proper English usage, spelling, grammar and punctuation;  
Standard office policies, procedures, and equipment;  
Bastrop County policies and procedures.

**Ability to:**

Read and interpret maps;  
Perform multiple tasks simultaneously in a timely manner;  
Record, and disseminate accurate information from telephone conversations and personal contact;  
Communicate clearly and concisely, both verbally and in writing;  
Understand and follow verbal and written instructions;  
Complete routine business correspondence;  
Effectively speak to small audiences to convey information;  
Properly interpret, understand and make decisions in accordance with laws, regulations and policies;  
Conduct business with the public in a professional, courteous manner;  
Function independently, exercise good judgment, manage multiple projects, and meet deadlines;  
Establish and maintain effective working relationships with those contacted in the course of the job;  
Demonstrate personal communication skills including effective telephone skills and public speaking;  
Operate equipment required to perform essential job functions;  
Work independently in the absence of supervision;  
Work in a safety-conscious environment and to follow and promote good safety practices;  
Handle exposure to potentially hostile individuals;  
Maintain confidentiality of information encountered in work activities at all times.

**Physical Demands:**

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

Maintain effective audio-visual discrimination and perception needed for:

Making observations, reading and writing, operating assigned equipment, and communicating with others;

Employee must have visual abilities including close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.

Maintain physical condition needed to accomplish the performance of assigned duties and responsibilities, which may include:

Walking, sitting, or standing for long periods of time; Lifting and carrying materials weighing up to 25 pounds such as files or stacks of records; Occasional climbing, stooping, crawling, squatting, &/or kneeling.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and Responsibilities, which may include:

Handling stressful situations;  
Interpreting federal laws and regulations;  
Effective interaction and communication with others;  
Prepare clear and concise reports;  
Making sound decisions in a manner consistent with the essential job functions.

### **EXPERIENCE, EDUCATION, and LICENSING:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Two (2) years customer service experience preferred.  
Bilingual in English/Spanish required.  
Data entry, GIS, cartography or related experience desired.

#### **Education:**

High School diploma or equivalent.

#### **Licensing:**

None

### **SELECTION GUIDELINES:**

Formal application; rating of education and experience; oral interview; reference and other background checks; job-related tests may be required.

**\*\*\* This position is subject to random and/or reasonable suspicion and/or post-accident testing for drugs and alcohol.**

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will" employment, and under no circumstances is a contract for employment.*