

Position Description

Commission Aide

Classification Identification: Mid-Management/Exempt
\$43,475 - \$60,500

General Purpose

Under general direction from the Mayor and Village Commission, this position performs a variety of professional duties involved with the coordination of civic activities for North Bay Village. The incumbent in this position provides constituent services to North Bay Village stakeholders on behalf of the Mayor and Village Commission. In this capacity, the individual acts as an agent for residents in their interaction with North Bay Village government. The incumbent addresses and seeks to resolve issues, complaints, provide general information received by North Bay Village stakeholders. In addition, this position works very closely with the Village Manager's Office and Communications.

Essential Duties and Responsibilities

- Communicates clearly and concisely both orally and in writing.
- Reviews, responds, and makes recommendations concerning incoming correspondences, memoranda, reports or similar material.
- Initiates and directs research and special studies and projects in needed areas, as assigned.
- Represents the Mayor or Village Commissioner before committees, boards, citizen groups and other agencies and organizations.
- Researches and composes reports on legislative issues for the Mayor and Village Commission.
- Coordinates meeting agendas and provides outreach for various community meetings.
- Develops marketing, newsletter, and communications materials for various community outreach initiatives and events.
- Assists with the planning, coordination and hosting of various community events.
- Coordinates the development and the management of the annual budget for the Office of the Mayor and Village Commission.
- Coordinates and provides outreach for the Mayor and Village Commissions' participation in special activities and events.
- Resolves or assists in the resolution of citizen inquiries.
- Confers with department and division heads, other agencies and organizations.
- Attends Village Commission meetings, staff meetings, committee meetings and conferences.
- Coordinates with scheduling travel arrangements, meetings, conferences, and other related events for the Mayor and Village Commission.
- Files and maintains records in accordance with State records schedules and municipal requirements.
- Establishes and maintains cooperative and effective working relationships with the Village and other government officials, representatives of public and private organizations citizen groups, outside suppliers and vendors, department heads, employees and the public.
- Performs related tasks and administers related projects, as required.

Required Knowledge, Skills and Abilities

- Ability to work varying work schedules depending on operational needs to include some nights and weekends.
- Ability to learn Village services, programs, codes and ordinances.

- Ability to learn and apply policies and procedures utilized in handling complaints.
- Strong writing and communication skills.
- Ability to exercise quick judgment, diplomacy and follow-throughs.
- Ability to respond to inquiries, complaints and requests for services in a fair and tactful manner.
- Ability to develop clear and concise reports.
- Ability to disseminate effective advice regarding the identification of potential problem areas and the formulation, implementation, and attainment of organizational and departmental goals and objectives in a manner which maximizes efficiency and effective utilization of resources.
- Ability to establish and maintain effective working relationships with Village officials, other employees, professional groups, vendors, and the general public.
- Ability to communicate clearly and concisely, both verbally and in writing, to individuals and to groups.
- Must have excellent Microsoft Office (Word, Excel, Outlook, and PowerPoint) skills.
- Strong written and verbal communication skills with the ability to effectively communicate and interact with all levels of personnel and visitors of North Bay Village.
- Demonstrated personal effectiveness, credibility, thoroughness, flexibility, and collaboration skills in adhering to and advancing the Village's vision, mission and values and ethical standards.

Minimum Qualifications

- Bachelor's degree from an accredited college or university in Public or Business Administration, Political Science, English, Communications or a closely related field required. Experience may substitute on a year for year basis.
- Minimum of two (2) years of increasingly responsible administrative, customer service, and problem solving experience or other experience relevant to the major duties/essential functions of the position.
- Demonstrated experience in marketing/communications, including the development of promotional flyers and dissemination of information on various social media platforms.
- Bilingual Spanish-speaker, preferred.
- Experience working for a public sector/local government, preferred.
- Experience with Canva and/or Mailchimp software program, highly desirable.

Physical Demands

- Sits for long periods of time; may walk, stand, bend, stoop, reach, climb, carry and lift for varying periods. Requires continuous and repetitive arm-hand-eye movement.
- Lifting: May involve lifting and carrying up to 25 lbs. for short periods of time.
- Vision and hearing: Must have visual acuity to see and read paper and electronic documents; must be able to answer telephones, communicate conversation and respond to verbal inquiries.

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