

## **ADMINISTRATIVE ASSISTANT**

### **DEFINITION**

Under general direction, performs a variety of highly responsible and complex clerical, secretarial and administrative duties for an assigned department; may assign and review the work of assigned clerical personnel; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned department head. May exercise technical and functional direction over assigned staff.

### **CLASS CHARACTERISTICS**

This is the highest-level class in the office/administrative support series that performs the most difficult and responsible types of duties assigned to classes within this series, including providing administrative support to a department in areas such as budget, personnel, or a departmental program or function, as well as providing responsible secretarial support to management staff. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at a departmental level require a broader understanding of City functions and the capability of relieving a department head and/or City management staff of day-to-day office administrative and coordinative duties.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs a wide variety of complex, responsible, and confidential secretarial and administrative duties for management personnel, including providing routine analytical support.
- Performs routine administrative projects for management personnel; researches and compiles background data; prepares independent draft reports and documentation such as staff meeting or commission minutes or job announcements; maintains records and files regarding department administrative activities.
- Screens calls, visitors and mail; responds to moderately complex requests for information.
- Maintains and updates City, departmental, and/or program websites.
- Interprets and explains City and department guidelines, policies, rules, and regulations in response to inquiries; refers inquiries as appropriate.
- Independently responds to letters and general correspondence not requiring the attention of professional personnel.

- Coordinates and makes travel arrangements; maintains appointment schedules and calendars; arranges meetings and conferences.
- Performs accounting functions related to ordering supplies, equipment and services.
- Performs clerical duties related to department activities such as typing, filing and distributing mail.
- Participates and assists in the administration of a department budget; prepares budget reports, compiles annual budget requests, and recommends expenditure requests for designated accounts.
- Researches, compiles, and analyzes data for special projects and various reports; assists in the preparation of City Council presentations including the preparing of material and data.
- Initiates and maintains a variety of files and records.
- Assists in the support of a board or commission including preparing the agenda, assembling background materials, and composing minutes of meetings.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes and procedures related to the department to which assigned.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

### **Skill in:**

- Providing varied, confidential and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion.
- Understanding the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Responding to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions.

- Interpreting, implementing, explaining, and applying guidelines, policies, procedures, technical processes and computer applications related to the department to which assigned.
- Analyzing and resolving office administrative and procedural concerns.
- Performing research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Establishing and maintaining a complex and extensive records management system for the assigned department.
- Preparing, monitoring, and updating various agreements, contracts, policies, and other documents.
- Making accurate arithmetic and statistical calculations.
- Taking a proactive approach to customer service issues in a professional manner.
- Training assigned clerical staff.
- Taking notes rapidly and accurately transcribing own notes.
- Making sound, independent decisions within established policy and procedural guidelines.
- Organizing own work, coordinating projects, setting priorities, meeting critical time deadlines, and following-up on assignments with a minimum of direction.
- Operating modern office equipment including computer equipment and software programs.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by a minimum of 15 units of technical or college-level courses in business, office management or a related field, and three (3) years of increasingly responsible secretarial and/or administrative experience involving frequent public contact. One (1) additional year of experience, as outlined above, may be substituted for the required college-level coursework.

**License:**

- Valid California class C driver's license with satisfactory driving record.
- 50 words per minute typing certificate.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental guidelines, policies and procedures.

### **WORKING CONDITIONS**

May be required to attend off-hour meetings.

**FLSA STATUS:** Non-exempt