



## ADMINISTRATIVE ASSISTANT

### **DEFINITION**

Under general supervision, performs a variety of complex office administrative, secretarial, and clerical duties in support of an assigned Department Director, including coordinating, organizing, and overseeing the administrative operations and functions of the assigned office; coordinates assigned programs, projects, and services with other City departments, divisions, and outside agencies; interacts frequently with the public and provides information or directs questions and requests to the appropriate staff; and performs other duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS**

This is a journey-level classification providing administrative office support to an assigned Department Director. Responsibilities include performing specialized, confidential, and technical office support duties to the assigned department to ensure efficient service provision. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed upon completion and for overall results. This class is distinguished from the Secretary in that the latter performs administrative support to an assigned department. Further, this class is distinguished from the Executive Assistant to the City Manager in that the latter performs administrative support to the City Manager.

### **EXAMPLES OF TYPICAL JOB 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.*

- Relieves director of a variety of administrative details by assisting with duties of an advanced, complex, and sensitive nature; recommends organizational or procedural changes affecting support activities; recommends improvements in workflow, procedures, and use of equipment and forms.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate City staff; assists the public and directs the public to appropriate locations/staff.
- Coordinates and participates in the preparation of department budget; monitors budget expenditures and revenues; initiates department purchases for office supplies and other items as assigned; authorizes payment of invoices.
- Performs other financial and accounting related duties, including receiving payments and reconciling them with purchasing orders, tracking vendor and invoice information, assisting with bid requests, price quotes, purchase and expenditure requests, and purchase orders.

- Assists in a variety of department and program operations; coordinates, monitors, and participates in special projects, public records requests, staff and/or community events, trainings, and activities as assigned; maintains control files on matters in progress and expedites their completion; serves on committees as assigned.
- Prepares and processes reports, forms, and records, such as confidential personnel transaction forms, Board agenda items, requests for payments, requests for proposals, bid packages, contracts and agreements, and reimbursement requests.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Types, originates, formats, proofreads, and distributes a wide variety of reports, letters, and memoranda, including agenda items; types from rough drafts or verbal instructions; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials; maintains calendars of activities, meetings, and various events.
- Coordinates and schedules meetings, appointments, and speaking engagements; reserves meeting rooms; maintains reports; compiles and distributes agenda packets; attends meetings; formats and distributes minutes.
- Coordinates travel arrangements and accommodations for department personnel and submits all related paperwork.
- Performs other related duties as assigned.

### **JOB-RELATED QUALIFICATIONS**

#### **Knowledge of:**

- Practices and methods of office management and administration, including the use of standard office equipment.
- Organization and functions of the City, including the role of an elected City Council.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Applicable Federal and State laws; City, department, and division regulations, codes, policies, and procedures.
- Recordkeeping principles and procedures.
- Business letter writing and report preparation.
- Business mathematics and statistical techniques.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

#### **Ability to:**

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Maintain accurate records.
- File materials alphabetically, chronologically, and numerically.
- Make accurate arithmetic, financial, and statistical computations.
- Compose correspondence and reports independently or from brief instructions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain attention to detail and accuracy.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

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

Equivalent to graduation from the twelfth (12<sup>th</sup>) grade supplemented by specialized course work in typing, bookkeeping, or related office function(s) and five (5) years of progressively responsible experience performing office support activities using modern office practices, procedures, and equipment.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by the time of appointment and a satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

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 policies and procedures.