

**ADMINISTRATIVE ASSISTANT****DEFINITION**

Under general supervision, provides varied and office administrative and secretarial support to a department head and related management, professional, and supervisory staff; performs technical support work related to the department to which assigned; may provide lead direction and/or training to a small office support staff on a project or day-to-day basis; and performs related work as assigned.

**CLASS CHARACTERISTICS**

This is an administrative office support classification, normally coordinating the office work of a department in addition to personally performing multiple secretarial duties to ensure the efficient service provision of the assigned department. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as a knowledge of departmental and City activities. The work may have technical aspects, requiring the interpretation and application of policies, procedures and regulations and may involve extensive public contact. The work normally involves regular contact with government officials, City Council, board or commission members, representatives of business or community organizations, the public, and all levels of City personnel to exchange information and explain administrative policies and procedures. This class is distinguished from other office support classes by the nature, scope, and diversity of responsibilities originating at a department level.

**EXAMPLES OF DUTIES** (Illustrative Only)

- Oversees and ensures that the office administrative functions of the department to which assigned are effectively carried out.
- Maintains a calendar and coordinates the schedule of the department head and associated management staff with those of members of boards, commissions and committees, other City management staff, representatives of other organizations, and the public; makes travel arrangements as required.
- Provides a variety of support to City commissions or committees; prepares and distributes agenda packets; attends meetings and prepares minutes; follows-up on decisions as required.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, processing contracts and agreements, arranging for equipment purchase and maintenance, attending meetings, and serving on various task forces and committees.
- Processes bills and invoices for payment; prepares and transmits a variety of financial documents, including payroll; assists in budget preparation and maintains records of purchase orders, payroll, expense statements, and other fiscal transactions.
- Receives and screens visitors and telephone calls; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of policies, rules, procedures and ordinances.

- Performs project research and report preparation related to the activities of the department to which assigned; may prepare technical reports and perform other technical work related to the department to which assigned.
- May collect and account for fees and other monies collected; may issue permits or licenses following standard procedures.
- May direct the work of a small office support staff on a project or day-to-day basis; may train staff in work procedures.
- Prepares detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents related to the department to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, correct formatting, and correct English usage, including grammar, punctuation, and spelling.
- Prepares and updates a variety of periodic and special narrative, accounting, database, and statistical reports.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate a two-way radio or other department-specific equipment.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic organization and function of public agencies, including the role of an elected City Council and appointed boards, commissions and committees.
- 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, database, and spreadsheet applications.
- Records management and filing principles and practices.
- Business arithmetic and basic statistical techniques.
- Basic supervisory principles and practices.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.

### **Skill in:**

- Providing varied and responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion.
- Interpreting and implementing policies, procedures, technical processes, and computer applications related to the department or organizational unit to which assigned.

- Analyzing and resolving office administrative and procedural problems.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone, and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines, and following-up on assignments with a minimum of direction.
- Directing the work of others and training others in work procedures.
- Establishing and maintain effective working relationships with those contacted in the course of the work.
- Word processing at a net speed of 50 words-per-minute from printed copy.

**Education and Experience:**

Equivalent to graduation from high school with supplemental business school or applicable college-level course work and four years of responsible office administrative, secretarial, and/or general clerical experience. Experience in dealing with the public and working in a public agency setting is desirable. Possession of Associates of Arts degree from a business or community college in an appropriate curriculum is desirable and may be substituted for the experience on a year-for-year basis.

**License:**

Specified positions may require a valid California class C driver's license and a satisfactory driving record.

**Other Requirements:**

Specified positions may require the ability to pass a detailed background investigation.

**Physical Demands:**

Must possess mobility to work in a standard office setting and to 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.