

DEPARTMENT ASSISTANT

DEFINITION

Under general supervision, performs a variety of administrative, secretarial, and office support duties of considerable complexity requiring thorough knowledge of the department, its procedures, and operational details; provides administrative support to management and departmental staff; composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry, and typing; provides information to the public and staff; provides assistance for a wide variety of assignments related to administration of budgets, contracts, research projects, and department programs; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff. May exercise technical and functional direction over a lower-level class.

CLASS CHARACTERISTICS

This is the advance journey level class in the Administrative Assistant series, which provides a variety of complex and responsible secretarial and administrative support to various departments. This class is distinguished from the Administrative Assistant in that the Department level may provide technical and functional direction to lower-level office support staff and performs more advanced, technical, and/or specialized administrative support duties to a more complex department within the City, requiring additional training, experience, and application of a larger base of technical knowledge. This class is further distinguished from the Administrative Analyst in the complexity and scope of the responsibilities, including the oversight of programmatic functions, in addition to administrative responsibilities.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights 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.

Duties when assigned to the Engineering Department:

- Assists in the contract bid advertisement process; prepares bid documents and schedules; coordinates and attends bid openings; identifies successful contractor and initiates contract process.
- Assists in the administration of engineering and construction contracts; completes contract documents; prepares Notices of Award; verifies appropriate consultant signatures and receipt of required insurance certificates, business licenses, and tax forms; prepares other necessary paperwork to initiate commencement of payments, such as Notices to Proceed; ensures record keeping and management of all pertinent documents and paperwork.
- Tracks, monitors, and reports CIP expenditures; Assists with construction project progress payments; works with engineering inspectors to ensure unit items paid are accurate and ensures

timely payment; reconciles contractors' estimated cost and actual construction cost and follows up on discrepancies.

- Reviews dedication and easement documents; ensures compliance with County Assessor's requirements; submits documents to division management for required signatures and initiates the official recording process.

Duties when assigned to the Planning Department:

- Assists with the land use application process; prepares related legal notices; ensures compliance with Federal, State, and local laws, rules, and regulations; prepares maps, owner listings, and other pertinent information in GIS; calculates related fees; processes and sets up land use files; tracks and updates the status of all pending land use applications.
- Reviews land use decisions, staff reports, and public hearing items for accuracy and completeness, content, and legal notice requirements, as well as relevant State and City codes.
- Assists in preparation of draft letters and conditions of approval letters for tree removal permit, temporary land use permit and address assignment applications.
- Provides lead direction, training and review of work of the Planning Commission and Design Review Commission transcriptionists.
- Prepares agendas and copies and distributes agenda packets, including staff reports, minutes, maps, and supporting documentation for the Planning Commission and Design Review Commission.

Duties when assigned to the Administration Department:

- Responsible for all copiers, faxes, postage and large scale printers at City Offices; includes lease negotiations as well as coordinating service
- Designs and schedules banners for the City banner program
- Coordinates the Wellness programs
- Maintains complex databases
- Conducts employee training for website updates and agenda posting

Duties when assigned to all City Departments

- Provides administrative support to managers and departmental staff by assisting with duties of a complex nature, including preparing and editing agenda items for City Council and Commission meetings; acts as a liaison between management and other staff or the public, coordinating resolutions when appropriate.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as meeting and/or committee secretary including preparing agendas and informational packets, setting up the room, and taking and transcribing minutes for assigned boards and commissions.
- Assists or administers assigned department projects and/or programs as assigned by management staff; provides assistance to department staff in various research and department-related projects.
- 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.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department staff from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material using a computer; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.

- Prepares and processes reports, forms, and records, such as payroll, requests for payments, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements, drafts of hearing notices, draft resolutions, notices of determination, and mailing lists for public hearing items.
- Screens calls, visitors, and incoming mail; provides information to the public, including contractors and vendors, by phone or in person to ensure contract compliance and an understanding of department and City policies and procedures; listens to questions and interprets and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; responds to citizen and staff inquiries and complaints; refers citizens to the appropriate department source; coordinates or resolves problems of a moderate nature when appropriate.
- Develops and implements file, index, tracking, and record keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to customer and staff inquiries.
- 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.
- Monitors and orders office and other related supplies; prepares, processes, and tracks purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for department head approval.
- Acts as a department representative within community groups to relay or obtain relevant information regarding departmental activities.
- Coordinates and integrates department services and activities with other City departments and outside agencies.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
- May maintain department personnel files, including processing personnel action forms and sensitive/confidential personnel issues, preparing supervisor generated performance evaluation forms, processing accident/incident/workers' compensation claim forms, filing pertinent documents, maintaining files in a secure location, and providing information to supervisors and managers.
- Maintains calendars and makes meeting arrangements; schedules meetings between City staff or between City staff and other groups or organizations; arranges for necessary set-up and materials to be available at 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.
- Modern 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.
- Principles and practices of data collection and report preparation.

- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- 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 the completion of twelfth (12th) grade supplemented by college-level coursework and/or technical training in secretarial science and/or office administrative support and three (3) years of responsible secretarial, clerical experience. Additional specialized secretarial or clerical training is desirable.

Licenses and Certifications:

- None.

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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 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 policies and procedures.

SPECIAL REQUIREMENTS

Incumbents in this class may be required to work irregular or weekend hours, as needed.