April 2013
FLSA: NON-EXEMPT

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of administrative, secretarial, and office support duties requiring thorough knowledge of the department, its procedures, and operational details; provides administrative support to management and departmental staff; composes and prepares correspondence exercising 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.

CLASS CHARACTERISTICS

Incumbents in this position perform various routine administrative and office support duties, including taking and transcribing meeting minutes and assisting in department-related projects and programs. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with independent judgment, tact, and initiative. This class is distinguished from the Senior Administrative Assistant in that the latter performs more advanced, technical, administrative and office support duties for a more complex department within the City, requiring additional training and/or experience, and may provide technical and functional direction to lower-level office support staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, chaewnge, 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 Administrative Services Department:

- Assists with the management of the City's recorded documents, City ordinances, resolutions; Council proclamations; maintains the City Agreements, City Ordinance; assists with production of the City Council packets.
- Assists in management of the City Archive Program; scan documents; including: City Council Agendas, Minutes, Resolutions, City agreement; County recorded documents; Assist staff in locating archived documents.

Duties when assigned to the Parks, Trails and Recreation Department:

- Assists in the planning and coordination and registration of program participants to recreation programs and classes, including after-school programs, youth, adult, and senior sports, and activities, and contract classes.

- Provides information to the public regarding the facilities, parks, and athletic fields rental and usage; prepares and monitors user contracts and agreements; ensures compliance with rules and regulations of facilities and outdoor space usage.
- Receives cash and other forms of payment, such as checks and credit cards, for rentals, class registration, and Bart tickets; reconciles payments daily; provides finance with various documentation including deposit slips and balance sheets.
- Assists in preparation on public information materials including flyers, newsletters and brochures.

Duties when assigned to all City Departments

- Provides administrative support to managers and departmental staff by assisting with duties of a routine nature, including preparing, editing and posting agenda items for public 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.

Assignment to the Parks, Trails and Recreation department requires a pre-employment tuberculosis test and continuous TB certification for working with minors.