

**City of San Rafael
Job Class Description**

Job Title: Senior Administrative Assistant

SUMMARY

Under general supervision, perform a variety of responsible administrative duties in support of a department director; perform operational functions assigned; receive and respond to questions and inquiries from the public, other City departments and outside agencies; and assist with a variety of special projects.

DISTINGUISHING CHARACTERISTICS:

This is the advanced journey level of the Administrative Assistant series. This class is distinguished from the Administrative Assistant II in that incumbents provide office administrative and secretarial support to a Department Head. The position requires knowledge of both unit processes and procedures, and the director's approach to specific issues. General guidelines for approach may or may not be established by the department head. Day-to-day activities are left to the initiative and independent judgment of the incumbents.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Perform a wide variety of highly responsible, complex and sensitive duties in support of the administration of a department and/or specific functional area.
- Receive and respond to calls and visitors with tact and diplomacy; research and respond to requests for sensitive information and assistance; resolve citizen concerns and complaints.
- Maintain liaison between department director and department staff, other City staff, officials and staff of other agencies, and the public, to obtain and relay information and coordinate activities.
- Develop, coordinate, and implement program activities of a technical area of assignment related to department activities; prepare technical documents related to program activities.
- Respond to requests for documentation related to assigned area of responsibility; explain and interpret assignment area policies and procedures to internal or external customers.
- Perform technical duties related to area of assignment including interpreting, analyzing, and determining compliance or acceptance of information and materials; prepare reports to document results of duties performed.
- Assist professional staff in performing and conducting studies, special projects, administrative and technical functions; perform data collection and analysis; prepare draft reports and technical documents.
- Maintain a variety of databases for tracking operational, financial and statistical information; generate reports.
- Represent the department at staff and administrative meetings, committees, and related meetings.
- Interpret and apply City policies, procedures, and administrative directives, and communicate laws and regulations in response to inquiries or complaints; refer inquiries as appropriate.
- Participate in special projects as assigned; collect and compile a variety of administrative and/or technical information; prepare report of findings.
- Develop, revise and maintain operating and administrative procedures; develop forms and reports for departmental use.
- Order, maintain and reconcile office supply purchases; maintain office equipment and materials.
- Create, edit and update departmental information on internet and intranet.

- Receive, review and process payroll for assigned department; identify and resolve discrepancies; research and respond to questions from staff regarding payroll; process personnel transactions for new hires, promotions and transfers; track performance evaluations.
- Design and develop marketing materials and other outreach and informational documentation regarding department services, processes and procedures.
- Maintain awareness of current issues in assigned areas of responsibility.
- Research data and compile information to be used in special projects and comprehensive reports.
- Sort and distribute time sensitive or confidential mail for follow-up as necessary; independently respond to letters, electronic communication and general correspondence on behalf of the department director.
- Coordinate and make travel arrangements for a department director, Assistant City Manager and key staff; maintain appointment schedules and calendars; organize and arrange meetings, conferences and civic functions.
- Develop, maintain and archive a variety of files and records for information related to a department; maintain manuals and update resource materials.
- May supervise, plan, prioritize, assign, and review the work of clerical staff; participate in the recommendation of the appointment of personnel; provide or coordinate staff training; and work with employees to improve performance.
- Evaluate, develop, implement and maintain systems and procedures for the efficient operation of assigned area including recommendations for procedural changes affecting staff.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations, as assigned; submit justifications for budget items; monitor and control expenditures; reconcile department credit cards.
- Prepare, distribute, and post agendas and minutes for a variety of meetings including City Council, Boards, Committees, Commissions, Authority Boards and other civic organizations; provide additional administrative support, including acting as Secretary, as necessary which may include the transcription of recorded or written information.
- Operate a variety of office equipment and use a variety of software programs including word processing, spreadsheet, and visual presentation equipment as appropriate.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as required.

KNOWLEDGE OF:

- Business English; letter writing formats and technical report preparation.
- Principles and procedures of fiscal and statistical record keeping and budget preparation and administration.
- Functions and organization of municipal government.
- Complex filing systems management and document administration.
- Applicable federal and state fair employment laws, rules and regulations.
- Principles of effective customer service.
- English usage, spelling, punctuation and grammar; business correspondence.
- Modern office equipment and procedures including use of word processing, database, and spreadsheet applications.
- Compile and maintain complex and extensive records to include statistical records; complete staff reports for oral and written communications.
- Review documents for completeness and follow appropriate steps for the retention of records, files and documents.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

ABILITY TO:

- Interpret and apply policies, laws and rules related to the assigned department.
- On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.
- Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.
- Understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.
- Interpret and apply administrative and departmental policies, procedures, laws and regulations.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Analyze office operations and technical problems, evaluate alternatives and recommend solutions.
- Maintain confidential data and information for executive staff.
- Independently prepare a wide variety of correspondence, brochures, spreadsheets and other materials.
- Interpret, apply and explain rules, regulations and laws.
- Compile and maintain complex and extensive records to include statistical records; complete staff reports for oral and written communications.
- Review documents for completeness and follow appropriate steps for the retention of records, files and documents.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION and/or EXPERIENCE:

A typical way of gaining the knowledge, skill and abilities outlined above is:

Equivalent to an Associate's degree with college course work in public administration, business administration or a related field and three years of progressively responsible administrative support experience, preferably within a public agency.

OTHER REQUIREMENTS:

Valid California driver's license preferred.

FLSA Status: Non-exempt
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