

**City of San Rafael
Job Class Specification**

Job Title: Administrative Assistant I Administrative Assistant II

SUMMARY

Under general supervision, to provide responsible, varied, secretarial and office administrative assistance to a divisional operation.

DISTINGUISHING CHARACTERISTICS:

Administrative Assistant I - This is the entry level class in the Administrative Assistant series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Administrative Assistant II - This is the full journey level class within the Administrative Assistant series. This class is distinguished from the Administrative Assistant I by the assignment of the full range of duties. Employees 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 within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

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

- Set up and maintain financial, statistical, and operational records, including reviewing departmental payroll submittals and various time sheets.
- Administer and maintain complex procedures, including issuing permits, submitting required information/forms for inter-governmental reimbursements and/or grant monies; and as related to assigned program areas.
- Prepare, distribute, and post agendas and minutes for a variety of meetings; provide additional administrative support which may include the transcription of recorded or written information.
- Create, edit and update departmental information on internet and intranet.
- Carry out routine required procedures related to departmental hiring.
- Prepare required statistical reports for various departmental programs.
- Provide information relating to responsibilities assigned in person or by telephone.
- Refer more complex requests, technical inquiries or serious complaints to appropriate staff members.
- Maintain inventory and office supplies; prepare purchase orders.
- Research and compile information as requested.
- Provide technical and functional supervision as appropriate to clerical personnel; recommend organizational procedural changes affecting clerical activities.
- Screen calls, visitors, and mail and take action appropriate to request/situation.
- Independently respond to letters and general correspondence of a routine nature.
- Make travel arrangements, maintain appointment schedules and calendars, arrange meetings and conferences, and schedule facilities reservations as necessary.
- Operate a variety of office equipment and use a variety of software programs including word processing, spreadsheet, and visual presentation equipment as appropriate.
- Type, edit and format a variety of materials including staff reports, agendas, general correspondence and memoranda; review finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage.

- Follow-up on projects, transmits information and keeps informed of department activities,
- Initiate and maintain a variety of files and records.
- Oversee and coordinate preparation, compilation, reproduction and distribution of various documents and reports.
- Assist in gathering data, preparing and monitoring the annual budget.
- Perform a variety of tasks related to office administration specific to the department in which assigned.
- 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 assigned.

ADMINISTRATIVE ASSISTANT I

KNOWLEDGE OF:

- English usage, spelling, grammar, and punctuation.
- Modern office methods, procedures, and computer equipment and various software applications.
- Business letter writing and arithmetic.

ABILITY TO:

- Learn to perform a wide variety of responsible secretarial and clerical work.
- 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.
- Meet the public tactfully and courteously and answer questions in person and over the telephone.
- Learn and apply policies, rules, and regulations.
- Maintain confidential data and information.
- Compose general correspondence and letters.
- Operate and use modern office equipment including computer equipment and software as assigned.
- Learn to analyze situations carefully and adopt effective courses of action.
- Type at a speed necessary for successful job performance.
- 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 ability outlined above is:

Equivalent to completion of the twelfth grade and two years of responsible clerical experience.

OTHER REQUIREMENTS:

Valid California driver's license preferred.

ADMINISTRATIVE ASSISTANT II

In addition to the qualifications for the Administrative Assistant I:

KNOWLEDGE OF:

- Organization, procedures, and operating details of the city division to which assigned.
- Filing and record keeping practices.

ABILITY TO:

- Perform a wide variety of difficult and responsible secretarial and clerical work with limited supervision.
- Compile and maintain complex records and files.
- Independently apply policies, rules, and regulations.
- Understand the organization and operation of the city and of outside agencies as necessary to assume assigned responsibilities.
- Work independently in the absence of supervision and work under pressure to meet deadlines.
- Analyze situations carefully and adopt effective courses of action.
- Prepare statistical, financial and operational reports.

EDUCATION and/or EXPERIENCE:

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

Equivalent to completion of the twelfth grade and two years of responsible secretarial or office administrative experience similar to an Administrative Assistant I with the City of San Rafael.

FLSA Status:	Non-exempt
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