

TOWN OF FAIRFAX

JOB CLASSIFICATION: ADMINISTRATIVE ASSISTANT II

DEFINITION: Under general supervision from the management or supervisory personnel, to be the primary answering point for all general inquiries from the public, and perform a wide variety of clerical and administrative duties.

DISTINGUISHING CHARACTERISTICS

Positions allocated to this classification must perform work which requires considerable independent action and is directly related to the departmental staff members' duties and responsibilities, assisting him/her with various administrative details. Employee performs a wide variety of moderately complex clerical and coordinative operations under general supervision. The precise nature of the duties may range from record keeping and tabulation to general receptionist tasks dealing with the public. Frequent public contact on a variety of questions involving departmental procedures in making referral to appropriate source if not able to answer the question first; gives information and explains policies, procedures, or regulations in response to inquiries, using knowledge of organization and its functions.

AREAS OF RESPONSIBILITY

- Responsible for performing tasks or completing processes which require a general working knowledge of a particular department, organization, or program area.
- Perform clerical and/or administrative duties related to assigned functional area and department; assist the public in person and on the telephone with requests or questions regarding area of assignment; and make referrals as appropriate.
- Act as receptionist: answer the telephone and wait on the general public, providing information on department programs, policies, and procedures; interpret, apply, and explain policies and procedures related to area of assignment as appropriate.
- Coordinate project(s) as assigned; utilize independent judgment and initiative within scope of responsibility; research, compile, and analyze data for special projects and various reports; prepare correspondence and supporting documentation relating to area of assignment.
- Type, enter, proofread and process a variety of documents including general correspondence, reports, and memos, from rough draft or verbal instructions. Maintain accurate records and files of assigned projects.
- Issue, receive, type and process various applications, reports, permits, and other forms; register participants in Town sponsored programs; update and maintain copies of forms and routine documents for public use; collect and process fees, charges, and receipt monies.
- Provides information to employees, public, supervisors or other personnel by researching files for solutions; may refer visitor or caller to other appropriate sources of information.
- Maintains departmental files
- Assist with assembly of Town meeting packets and when required takes and prepares minutes for Town meetings.

- Coordinates with supervisor the clerical tasks required by each department by assignment priorities, providing technical assistance as needed.
- Handles rentals of Town owned buildings, giving out general information, collecting fees, and issuing refunds as appropriate.
- Functions as backup for the Community Resources Coordinator, and is cross trained in all those duties.
- Operate standard office equipment and receive, sort, scan, and distribute incoming and outgoing mail; order supplies; schedule appointments and meetings.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

Requires 3 years of office experience and sufficient education, training and/or work experience to demonstrate possession of the following knowledge, skills, and abilities:

- Knowledge of office procedures; office equipment; telephone etiquette; basic arithmetic; rules of proper English usage, grammar, punctuation, and spelling; business letter and report writing; filing and record keeping.
- Computer literate in MS Office, with emphasis on Word, and Excel
- Principles of customer service and reception techniques.
- Ability to take and prepare minutes of meetings
- Ability to exercise judgment and tact in dealing with the public and other employees; to communicate clearly and concisely, both orally and in writing.
- Ability to work under minimal supervision and prioritize work
- Ability to clearly explain policies, procedures, and regulations
- Ability to identify and correct errors in English usage, sentence structure and punctuation; perform basic arithmetic calculations
- Ability to work with a variety of people; monitor the activities of volunteers.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment:

Intermittently twist, bend, kneel, and squat to reach files, supplies and equipment; intermittently walk to various office locations and climb stairs; use telephone, and write or use keyboard to communicate through written means; occasionally run errands; lift or carry weight of 10 pounds.

SALARY SCHEDULE

Position title:	Step A	Step B	Step C	Step D	Step E
Administrative Assistant II	3361.00	3529.00	3706.00	3891.00	4085.00

Adopted March 3, 2010