



Administrative Assistant

Summary

Provide varied secretarial and office administrative assistance to the Assistant City Manager, or a division head, and associated supervisory and professional staff.

Class Characteristics

General supervision is provided by a higher level supervisor or manager; responsibilities may include the indirect supervision of support staff.

This class is distinguished from other City office support classes in that the Administrative Assistant provides secretarial and office administrative services for the Assistant City Manager or a designated division head and related supervisory or professional staff. General guidelines for action are normally established by the unit manager; however, day-to-day activities may require the use of initiative and independent judgment, particularly when prioritizing work from several staff members or when dealing with a variety of City staff and representatives of the public. This class is distinguished from Senior Administrative Assistant in that the latter provides complex and sensitive secretarial assistance to a department director and associated managerial and professional staff.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Receive and screen visitors and telephone calls, assist the public in completing and filing applications and other forms, and provide factual information which may require the interpretation of policies and procedures; take messages or refer the caller to the proper person.

Research and compile a variety of informational materials from sources both inside and outside of the office; open and sort mail and attach pertinent back-up materials.

Type and draft a wide variety of finished documents from stenographic notes, brief instructions, or printed materials; may use word processing equipment; input and retrieve data and prepare reports using an on-line or personal computer system; initiate specified correspondence independently for signature by appropriate management, supervisory, or professional staff; review finished materials for completeness, accuracy, format, and compliance with policies and procedures, and appropriate English usage.

Organize and maintain various office files; follow up on projects, transmit information, and keep informed of unit activities; schedule and arrange for meetings; organize own work, set priorities and meet critical deadlines; may arrange for meetings, including preparing and distributing agenda materials and taking and producing minutes of actions or proceedings.

Collect fees, handle cash, credit, and check transactions, and issue receipts for various services; reconcile cash, credit, and checks processed.

Specified positions may require skill in taking dictation by hand or stenographic machine at a rate

of 80 words per minute and transcribing it accurately.

Prepare meeting agendas and distribute materials; attend meetings to take minutes; prepare and distribute minutes; compile, edit, package, and track reports.

Perform related duties as assigned.

Skills/Abilities:

Provide varied secretarial and office administrative assistance to management, supervisory, and professional staff.

Use initiative and independent judgment with established guidelines.

Compose correspondence independently or from brief instructions.

Organize work, set priorities, meet critical deadlines, and following up assignments with a minimum of direction.

Plan, assign, and review the work of a small staff.

Type at a rate of 50 net words per minute from printed copy.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit, use the computer keyboard and mouse, use hands to finger, handle, or feel, reach with hands and arms, talk or hear, stand, walk, and stoop, or crouch. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:

Standard office administrative and secretarial practices and procedures, including business letter writing.

City's policies, rules, administrative regulations, and procedures.

Record keeping, report preparation, and filing methods.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Standard business arithmetic.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

Equivalent to graduation from high school; college, business, or secretarial school training is highly desirable.

Experience:

Three years of secretarial or office support experience.

Certifications/Licenses:

Possession of a valid California Class C driver's license.

Established: 03/90

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