

ADMINISTRATIVE ASSISTANT

DEFINITION

To perform responsible administrative and clerical duties in support of a City department or division; to provide administrative support to assigned projects or programs; and to provide information and respond to questions from the public.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Administrative Assistant class. Incumbents initially perform the more routine duties assigned to positions in this series and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned department manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a wide variety of complex administrative support functions related to department or division operations, programs and services; perform routine and special administrative projects for management staff.

Provide information to the public in response to questions or requests; explain policies and procedures; may receive and review a variety of permit or license application materials; calculate and collect fees as appropriate; issue permits.

Perform a variety of clerical accounting functions in the preparation, maintenance and processing of accounting records and financial transactions; receive cash payments; reconcile cash entries and balance cash drawer.

Prepare a variety of reports related to the activities and programs of the department and/or division; compile information and statistics; copy and distribute reports and documents.

Provide administrative support to various boards, commissions and/or committees; attend meetings and take minutes; prepare and distribute agenda packets and public notices.

Maintain the department's maintenance work order management system; input work orders into the system; assigning work orders to supervisors; and closing out completed work orders.

Prepare draft letters for initial operational or customer inquiry responses.

May maintain and update portions of the city's website with respect to content, including agendas, minutes, packets, announcements, and similar items.

Schedule inspections and meetings; maintain appointment schedules and calendars.

Maintain various department files in both hard copy and electronic version; process and file a variety of documents including timesheets, invoices, contract documents and application forms.

Oversee supplies and equipment; order and purchase supplies as necessary.

Receive, sort and distribute mail; independently respond to various letters and correspondence not requiring the attention of management staff.

Provide customer service over the phone and in person.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of office management.

Principles and practices of routine research and report writing.

English usage, spelling, grammar and punctuation.

Modern office methods, procedures, and computer equipment including applicable software programs.

Pertinent City and department functions, policies, rules and regulations.

Principles and practices of cash handling and bookkeeping.

Basic arithmetic.

Ability to:

Perform a wide variety of complex administrative support functions related to department or division operations, programs and services.

Intermittently, review and evaluate 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 issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Understand the organization and operation of the City and of assigned department.

Plan, organize and schedule priorities.

Calculate fees, fines and other charges; receive payments and handle cash.

Neatly and accurately compose clear and concise reports, applications, and general correspondence; organize information and present data in a usable format.

Compile and maintain complex records and files.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

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

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible administrative and clerical experience.

Training:

Equivalent to the completion of the twelfth grade supplemented by college course work in business, accounting or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license as required by the position.