



Administrative Assistant

Definition

Under general supervision, provides a variety of office support activities to an assigned department, which may include word processing, data entry and organization, telephone and counter reception, processing of invoices, record keeping, statistical and technical report preparation, and filing. Provides information and assistance to the general public, and to perform related work as required.

Supervision Received and Exercised

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision of staff.

Class Characteristics

Incumbents at this level possess a comprehensive understanding of all departmental functions and professional activities, and provide support to professional-level staff in the completion of their duties, in addition to completing complex administrative support assignments including taking and transcribing meeting minutes and assisting in department-related projects and programs. Adequate performance at this level requires the knowledge of departmental or office procedures and the ability to choose among alternatives in solving problems. This class is distinguished from the Office Assistant series in that the latter provides a more limited spectrum of office support work.

Supervision Received and Exercised

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision of staff.

Typical Job Functions

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Provides administrative support to an assigned supervisor, manager, or department head in the daily management of operations.

Prepares, types and/or processes various documents requiring professional knowledge of the department's/division's functions, which may include but are not limited to: permits, licenses, applications, vouchers, claims, meeting agendas and minutes, correspondence, periodic reports, contracts, agreements, legal, official and/or confidential documents, bid documents, charts, graphs, etc.

Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.

Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures. Applies departmental and program policies and procedures in determining completeness of applications, records, and files.

Prepares, copies, collates, and distributes a variety of documents, including agendas, bid packages, contracts, informational packets, and specifications. Ensures proper filing of copies in departmental or central files.

Organizes, coordinates, maintains, and updates departmental record systems. Enters and updates information with departmental activity, files, and report summaries. Retrieves information from systems as required.

Perform various accounting / bookkeeping work, which includes verifying or computing financial data, preparing billing invoices, processing accounts payable / receivable, preparing financial reports and statements, maintaining and balancing accounts, preparing bank deposits, processing payroll, etc.

Serves as meeting and/or commission/committee support including preparing agendas and informational packets, schedules the room, and taking and transcribing minutes for assigned boards, committees and commissions.

May perform various duties associated with personnel administration, which may include establishing and maintaining confidential employee records, coordinating required pre-employment testing, conducting new employee orientation and processing related paperwork.

Communicates with officials and staff of other departments and agencies to obtain and relay information and to coordinate activities.

Receives and responds to inquiries, in oral or written form, from the public or other agencies concerning department / division operations.

Performs other clerical / administrative work as required, which may include but is not limited to copying documents, filing / retrieving files, reviewing and processing mail, faxing information, answering the telephone, scheduling appointments and meetings, maintaining calendars, maintaining inventory of supplies and materials, etc.

Organizes, coordinates, and attends various meetings and training as required or appropriate.

Assists in annual budget and performance measures coordination.

Completes special projects as assigned.

Performs other duties as assigned.

Qualifications

Knowledge of:

City and department policies and procedures.

Laws, codes and regulations governing professional and clerical operations of the department / division to which assigned.

Programs, goals and purpose of the assigned department / division.

Principles and practices of data collection and report preparation.

Methods of preparing and processing various records, forms and other documents peculiar to assigned department or program.

Standard office management and clerical practices and procedures.

Record-keeping, report preparation and filing systems and methods.

Financial record-keeping and budget preparation.

Basic business arithmetic.

Modern office practices, methods, and computer equipment and applications related to the work.

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

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

Learn, understand, interpret, analyze and apply all pertinent laws, codes, regulations, policies and procedures, and standards.

Perform difficult and complex para-professional statistical and functional work involving the use of considerable independent judgment.

Develop and implement objectives, policies, procedures and work standards.

Schedule and coordinate projects, set priorities, adapt to changing priorities, meet critical time deadlines.

Gather and compile department / division-specific information from a variety of sources.

Prepare, review and present reports, recommendations and other correspondence and communications in a clear and concise manner.

Understand and follow complex oral and written instructions.

Maintain accurate records and files.

Type accurately at speeds necessary for successful job performance.

Compose correspondence and reports independently or from brief instructions.

Maintain records and databases.

Make accurate arithmetic computations.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

Perform required mathematical computations accurately.

Operate modern office equipment including computer equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone, and in writing.

Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.

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

Education and Experience

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

Equivalent to the completion of the twelfth (12th) grade and three years of increasingly responsible office support experience in the field assigned.

Licenses and Certifications

None.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, vision to read printed materials and a computer screen, and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

Working Conditions

May be required to attend Commission/Committee or community events meetings outside of regular work hours.

FLSA: Non-exempt
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