

ADMINISTRATIVE ASSISTANT

JOB DESCRIPTION

Positions in this classification perform a variety of confidential, responsible and complex administrative, secretarial and clerical duties for an assigned department and department head(s); coordinate and participate in office functions in support of the department's goals and objectives; provide information and assistance to employees and the public regarding departmental policies and procedures; provide work direction; and perform a variety of duties relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from Administrative Clerk by the responsibility for greater participation in the administrative functions of the department, including policy determinations and a wider variety of public contacts. This classification is assigned to City offices that have administrative and program responsibilities with considerable breadth, diversity of functions, and impact on overall City operations.

SUPERVISION EXERCISED AND RECEIVED

Receives direction from higher-level management staff. May provide direction to support staff.

ESSENTIAL AND IMPORTANT DUTIES

- Provides responsible and highly complex administrative and secretarial support to an assigned department and department head(s); recommends improvements in workflow, procedures and use of equipment and forms.
- Screens office and telephone callers; provides front counter assistance including information to the general public regarding assigned area of responsibility; responds to and resolves complaints and requests for information on regulations, procedures, systems and precedents.
- Researches, compiles, analyzes and summarizes a variety of informational materials; assists in the design and production of technical information and handouts.
- Operates a variety of office equipment including copiers, facsimile machine and computer; inputs and retrieves data and text; organizes and maintains disk storage and filing.
- Types, word processes and proofreads a wide variety of reports, letters, memoranda and statistical charts; types from notes, tapes, verbal instruction or prior materials. Independently composes correspondence, letters, and memoranda. With general instruction, assists with composition of resolutions and staff reports as assigned.
- Reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate grammar.
- Processes all department invoices and purchases; assigns account numbers to all invoices for all departmental programs.
- Receives, sorts, opens and distributes department mail to appropriate staff as required.
- Provides support in the preparation of the assigned department budget; reviews and processes purchase requisitions and purchase orders.
- Maintains departmental personnel files and timesheet information; purges personnel files according to established procedures.
- May prepare agendas and take minutes.
- Maintains, develops and implements filing systems and records; modifies systems as appropriate.
- Maintains a calendar of activities, meetings and various events for the assigned department; makes travel arrangements; coordinates activities with other City departments, the public and outside agencies.

- Organizes meetings by notifying participants, making room arrangements and preparing required information materials.
- Responds to requests and inquiries from the general public and other departments; provides information within the area of assignment; resolves complaints in an efficient and timely manner.

OTHER JOB-RELATED DUTIES

- May provide work assignment and direction to support staff.
- May perform special projects as assigned.
- May participate in the preparation and organization of meetings.
- May be required to drive in the course of duty.

JOB-RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of office administration and secretarial practices and procedures; modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications and other appropriate software; principles of lead supervision and training; principles and procedures of financial record keeping and reporting.

Ability in minute taking and preparation; principles and procedures of record keeping; principles of business letter writing and basic report preparation; English usage, spelling, grammar and punctuation; pertinent Federal, State and local laws, codes and regulations.

Ability to perform responsible administrative assistant work involving the use of independent judgment and personal initiative; organize and review the work of support staff; train staff in work procedures; assist in the preparation of an assigned department budget; interpret and explain department policies and procedures; prioritize work, perform multiple tasks simultaneously and meet deadlines; research, compile, analyze and summarize a variety of information materials; operate and use modern office equipment including computers and supporting word processing and spreadsheet applications; type and/or enter data on a computer at a speed necessary for successful job performance which is a minimum of 60 words per minute; transcribe dictation at a speed necessary for successful job performance; independently prepare correspondence; respond to requests and inquiries from the general public and other departments; maintain accurate records and files; understand and follow oral and written instructions; work independently in the absence of supervision; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work; maintain physical condition appropriate to the performance of assigned duties and responsibilities.

EDUCATION AND TRAINING

Sufficient education and experience to satisfactorily perform the duties of this classification. A typical qualifying background would be graduation from high school supplemented by specialized secretarial or business training. Five years of increasingly responsible secretarial or office administrative experience required.

SPECIAL REQUIREMENTS

Essential and marginal functions require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; light lifting or carrying; near visual acuity for performing computer functions. Working conditions include office environment; exposure to computer screens.

LICENSES, CERTIFICATES AND REGISTRATION

Possession of an appropriate Class C California driver's license issued by the State Department of Motor Vehicles.