

ADMINISTRATIVE ASSISTANT/SENIOR ADMINISTRATIVE ASSISTANT

DEFINITION

Under direct and general supervision, provides varied office administrative and secretarial support to a department head and related management, professional, and supervisory staff; performs technical support work related to the department to which assigned; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Direct and general supervision is given by the Department Head to whom assigned. No direct supervision of staff is exercised. The higher-level class in the series may provide training and technical direction to the lower-level class.

CLASS CHARACTERISTICS

Administrative Assistant is the entry-level class in the administrative support series. Initially under close supervision, incumbents with an appropriate educational or equivalent technical background learn and perform the more routine office administrative support duties for the assigned department. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied, include limited programmatic duties, and are performed under more general supervision. This class is alternately staffed with Senior Administrative Assistant and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Senior Administrative Assistant is the advanced journey-level class in the administrative support series. Incumbents with an appropriate educational or equivalent technical background coordinate the office administrative work for the department by performing multiple secretarial duties to ensure the efficient service provision of the assigned department. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as a knowledge of departmental and City activities. The work may have technical and programmatic aspects, requiring the interpretation and application of policies, procedures and regulations and may involve frequent contact with the public. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at a departmental level require a broader understanding of City functions and the capability of relieving a department head and/or City management staff of day-to-day office administrative and coordinative duties.

EXAMPLES OF DUTIES (Illustrative Only)

- Oversees and ensures that the office administrative functions of the department to which assigned are effectively carried out.
- Maintains a calendar and coordinates the schedule of the department head and associated management staff with those of members of Boards and Commissions, other City management staff, representatives of other organizations, and the public; may make travel

- arrangements as required.
- Provides a variety of support to City commissions or committees; prepares and distributes agenda packets; attends meetings and prepares minutes; follows up on decisions as required.
- Arranges meetings by scheduling rooms, notifying participants, arranging for refreshments as appropriate, and preparing agendas; ensures information is compiled and duplicated; takes and prepares summary or action minutes of such meetings.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, preparing contracts and agreements, arranging for equipment purchase and maintenance, attending meetings, and serving on various task forces and committees.
- Processes bills and invoices for payment; prepares and transmits a variety of financial documents; assists in budget preparation and maintains records of purchase orders, expense statements and other fiscal transactions.
- Receives and screens visitors and telephone calls; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of policies, rules, procedures and ordinances.
- Performs project research and report preparation related to the activities of the department to which assigned; may prepare technical reports, issue permits and perform other technical work related to the department to which assigned.
- Prepares detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents related to the department to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation and spelling.
- Prepares and updates a variety of periodic and special narrative, accounting, database and statistical reports.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
- May perform general office duties, such as processing incoming and outgoing mail and ordering office supplies.
- May collect and account for fees and other monies collected.
- May cross-train in the function of and relieve the Deputy City Clerk on an as-needed basis.
- Coordinates special projects, which vary depending on department to which assigned. Examples of special projects include: marketing special events and sales missions; award events, dinners and luncheons; records and contracts management; permit processing.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Codes, regulations, policies, technical processes and procedures related to the department to which assigned.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, database and

- spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.

Skill in:

- Providing varied, confidential and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion.
- Responding to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions.
- Interpreting and implementing policies, procedures, technical processes and computer applications related to the department to which assigned.
- Analyzing and resolving office administrative and procedural concerns.
- Performing research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Establishing and maintaining a records management system for the assigned department.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following-up on assignments with a minimum of direction.
- Taking a proactive approach to customer service issues.
- Making process improvement changes to streamline procedures.
- Word processing at a net speed of 50 words per minute from printed copy.
- Taking notes rapidly and accurately transcribing own notes.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Providing exceptional customer service to coworkers, internal customers and the public.

Education and Experience:

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

Administrative Assistant: Equivalent to graduation from high school with supplemental business school or applicable college-level course work and two years of responsible office administrative, secretarial and/or general clerical experience. Experience in dealing with the public and working in a public agency setting is desirable.

Senior Administrative Assistant: In addition to the above, two years of responsible office administrative, secretarial and/or general clerical experience. Possession of Associate of Arts degree from a business or community college in an appropriate curriculum is desirable and may be substituted for the experience on a year-for-year basis.

License:

Specified positions may require possession and maintenance of a valid California class C driver's license and a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.