

ADMINISTRATIVE ASSISTANT

DEFINITION

To perform a variety of responsible administrative duties in support of a department director; to receive and respond to questions and inquiries from the public, other City departments and outside agencies; and to assist with a variety of special projects.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned department director.

May exercise direct supervision over technical and administrative support personnel.

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

Perform a wide variety of highly responsible, complex and confidential duties in support of the administration of a department.

Receive and respond to calls and visitors with tact and diplomacy; research and respond to requests for sensitive information and assistance; resolve citizen concerns and complaints.

Maintain liaison between department director and department staff, other City staff, officials and staff of other agencies, and the public, to obtain and relay information and coordinate activities.

Support the hiring process; schedule interviews and coordinate interview panel; prepare correspondence to candidates.

Maintain a variety of databases for tracking operational, financial and statistical information; generate reports.

Represent the department at staff and administrative meetings, committees, and related meetings.

Interpret and apply City policies, procedures, and administrative directives, and communicate laws and regulations in response to inquiries or complaints; refer inquiries as appropriate.

Participate in special projects as assigned; collect and compile a variety of administrative and/or technical information; prepare report of findings.

Develop, revise and maintain operating and administrative procedures; develop forms and reports for departmental use.

Administrative Assistant

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Order, maintain and reconcile office supply purchases; maintain office equipment and materials.

Create, edit and update departmental information on internet and intranet.

Receive, review and process payroll for assigned department; identify and resolve discrepancies; research and respond to questions from staff regarding payroll; process personnel transactions for new hires, promotions and transfers; track performance evaluations.

Design and develop marketing materials and other outreach and informational documentation regarding department services, processes and procedures.

Maintain awareness of current issues in assigned areas of responsibility.

Research data and compile information to be used in special projects and comprehensive reports.

Sort and distribute time sensitive or confidential mail for follow-up as necessary; independently respond to letters, electronic communication and general correspondence on behalf of the department director.

Coordinate and make travel arrangements for a department director and key staff; maintain appointment schedules and calendars; organize and arrange meetings, conferences and civic functions.

Develop, maintain and archive a variety of files and records for information related to a department; maintain manuals and update resource materials.

May supervise, plan, prioritize, assign, and review the work of support staff; participate in the recommendation of the appointment of personnel; provide or coordinate staff training; and work with employees to improve performance.

Evaluate, develop, implement and maintain systems and procedures for the efficient operation of assigned area including recommendations for procedural changes affecting staff.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations, as assigned; submit justifications for budget items; monitor and control expenditures; reconcile department credit cards.

Prepare, distribute, and post agendas and minutes for a variety of meetings including City Council, Boards, Committees, Commissions, Authority Boards and other civic organizations; provide additional administrative support, including acting as Secretary, as necessary which may include the transcription of recorded or written information.

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

Perform related work as required.

MINIMUM QUALIFICATIONS

Knowledge of:

Business English; letter writing formats and technical report preparation.

Principles and procedures of fiscal and statistical record keeping and budget preparation and administration.

Functions and organization of municipal government.

Complex filing systems management and document administration.

Applicable federal and state fair employment laws, rules and regulations.

Principles and practices of supervision

Principles of effective customer service.

English usage, spelling, punctuation and grammar; business correspondence.

Modern office equipment and procedures including use of word processing, database, and spreadsheet applications.

Ability to:

Interpret and apply policies, laws and rules related to the assigned department.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

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

Perform responsible, difficult and confidential administrative/secretarial work involving the use of independent judgment and personal initiative.

Understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Interpret and apply administrative and departmental policies, procedures, laws and regulations.

Supervise, train and evaluate staff.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Analyze office operations and technical problems, evaluate alternatives and recommend solutions.

Maintain confidential data and information for executive staff.

Independently prepare a wide variety of correspondence, brochures, spreadsheets and other materials.

Interpret, apply and explain rules, regulations and laws.

Compile and maintain complex and extensive records to include statistical records; complete staff reports for oral and written communications.

Review documents for completeness and follow appropriate steps for the retention of records, files and documents.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

Experience:

Three years of progressively responsible administrative support experience, preferably within a public agency.

AND

Training:

Equivalent to an Associate's degree with college course work in public administration, business administration or a related field. (Note: An additional (2) years of performing progressively responsible administrative support duties may substitute for the above educational requirement.)

License or Certificate

Possession of a valid California driver's license by date of appointment.

05-09-17	
08-25-12	
07-01-00	Administrative Assistant
01-18-99	Administrative Secretary
10-01-88	
07-01-79	Departmental Secretary
01-12-79	Secretary-Police Chief
10-30-73	Secretary I and II
10-30-73	Secretary, Department of Public Works
03-09-70	Administrative Secretary