

## ADMINISTRATIVE ASSISTANT

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### DEFINITION:

Under general supervision, performs a wide variety of routine and complex office, clerical, and administrative support tasks and duties for management and other staff requiring knowledge of a specialized function or service in order to support an assigned department; assists the public by providing information personally or directing information requests according to established procedures; sorts, logs, and maintains records and other documents; learns policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

### DISTINGUISHING CHARACTERISTICS:

The **Administrative Assistant** is the journey level class in which incumbents are expected to independently perform the full scope of duties in an assigned department. Incumbents perform a full range of office and administrative support duties, including organization and coordination of work load, preparation of reports and agenda items, review of plan submittals, public hearing notices, and explanation of City ordinances, all requiring considerable department/program knowledge. This classification is distinguished from the next higher classification of department director in that the latter has overall responsibility for an assigned department.

### SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Director of an assigned department. Incumbents in this class do not routinely exercise supervision.

### ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs a wide variety of routine and complex office, clerical, and administrative support tasks and duties, including organizing and coordinating work; sets priorities and meets deadlines.
- Assists the public by phone and receives visitors at the counter; listens to and receives complaints; demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public; represents the City to all callers and visitors in a professional and customer friendly manner.
- Uses computers to enter, prepare, and proofread drafts, labels, forms, envelopes, and a variety of documents, which may include complex correspondence, agendas, press releases, reports, and memos; prepares and distributes a variety of documents; creates logs, databases, and forms; compiles public notice mailing lists utilizing Assessor Parcel Maps and a variety of available software to identify current owners of property and ensure appropriate recipients; prepares and distributes public hearing notices, ensuring that required timeframes are met; maintains accurate files and records.

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- Orders supplies; sorts and distributes mail; maintains a variety of files and records.
- Schedules meetings and appointments; maintains a calendar for meetings and other events; arranges travel to meetings and conferences.
- Depending on the area of assignment, may oversee and administer the City's Annual Weed Abatement Program; prepares contract for private abatement contractor; prepares maps to identify properties with potential weed problems; sends notification and letters to affected property owners; monitors responses; coordinates billing for abatement with the Finance Department.
- Prepares agendas as requested; distributes agendas; attends and takes minutes at meetings; transcribes meeting minutes.
- When assigned, reviews all plan submittals from developers to ensure compliance with application requirements; tracks submittals through the review process; calculates and collects fees for submittals; assists customers with applications.
- Drafts contracts for professional services using templates provided by the City Attorney's Office; works with consultant/contractor in securing appropriate insurance certificates; maintains and monitors associated documents and payment schedules.
- Assists with special projects as necessary; assists in supporting other departments as needed.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:** Standard office and administrative policies and procedures as related to an assigned department; City codes and ordinances related to assigned division/department; records processing and maintenance procedures and systems; public hearing requirements; preparation of complicated documents; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

**Ability to:** Provide general clerical support; read, understand, and review documents for accuracy and relevant information; use applicable office terminology, forms, documents, and procedures in the course of the work; learn the policies, procedures, and guidelines of the assigned department in a timely manner; maintain accurate office files; compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns, and needs; attend evening meetings as required; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, ordinances, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound

decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:** Operate standard office equipment, including an office computer and a variety of word processing and software applications.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:** Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for an **Administrative Secretary**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of significant, directly related, and progressive clerical experience, and a high school diploma or equivalent, supplemented by training/education in the clerical field.

**License/Certificate:** Possession of, or ability to obtain, a valid Class C California driver's license.

**PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT