

ADMINISTRATIVE ASSISTANT I/II

DEFINITION

Under direct or general supervision, provides varied office administrative, secretarial, and general clerical assistance for the implementation and monitoring of specific departmental programs within an organizational unit; provides information externally and internally regarding City/departmental policies and/or procedures; performs varied technical and non-technical support work for the department to which assigned such as telephone and counter reception, word processing, data entry, regulatory reporting, records management and work order processing; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

This classification receives direct or general supervision from assigned administrative and/or management staff.

CLASS CHARACTERISTICS

Administrative Assistant I is the entry-level class in the Administrative Assistant series. Some responsibilities may differ, depending upon the department to which assigned. Initially under close supervision, incumbents of this class perform routine reception, office and records management work that does not require previous specialized experience. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general supervision. The work also requires the application of policies, procedures and regulations and involves frequent contact with the public. This class is alternately staffed with Administrative Assistant II. Incumbents may advance to the higher level class after gaining the knowledge, skills, and experience, and demonstrating the ability to perform the work of the higher-level class.

Administrative Assistant II is the journey-level class in the Administrative Assistant series. Some responsibilities may differ, depending upon the department to which assigned, however, all incumbents coordinate and participate in office support work for a department by performing multiple duties to ensure efficient City service provision. Assignment or reassignment to a specific department is not a job reclassification. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of departmental and City activities. The work also requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public. This class is distinguished from the Administrative Assistant III, which is a lead level class that requires a broader understanding of City functions, an ability to supervise and lead the administrative support function within assigned department, and/or demonstrate advanced technical knowledge and skills.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Ensures that the office administrative functions of the department/division are effectively carried out.
- Monitors and coordinates the daily operation of assigned project or program areas and maintains appropriate records and statistics.

- Compiles materials, assists in the preparation, and updates statistical and regulatory reports, manuals, and publications.
- Attends to a variety of office administrative details, such as keeping informed of departmental and City activities, arranging and attending meetings, scheduling appointments, transmitting information, processing staff schedules, maintaining records and calendars on capital assets, permits, licenses, certificates, agreements and personnel, ordering and coordinating supply orders; arranging for equipment purchase and maintenance, facility maintenance, and administering safety and training programs..
- Receives and screens visitors and telephone calls; takes messages, directs the caller to the proper office or person and/or provides factual information or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures, and ordinances.
- Responds to written and verbal requests from a variety of agencies; provides information to City staff, regulatory agencies, other organizations, and the public.
- Performs project research; may prepare and reconcile technical reports and documents; issues permits; and performs other technical work related to City or department activities.
- Prepares detailed correspondence, reports, forms, invitations, graphic materials and specialized documents from drafts, notes, brief instructions, dictation, or corrected copy; and proofreads materials for accuracy, completeness, compliance with City policies, format, and English usage, including grammar, punctuation, and spelling.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.
- Organizes and maintains various administrative, confidential, reference and follow-up files; purges files as required.
- Coordinates activities with and provides information to contractors and service suppliers.
- May perform general office duties such as processing and distributing incoming and outgoing mail.
- May assist with other duties, such as tracking permit status, processing batch payments, updating procedures manuals, scheduling inspections, and maintenance of inventory.
- May calculate, collect, and account for fees and other monies collected using City ordinances and fee schedules.
- May coordinate the bid process for assigned projects or contracts and may assist in the development of a contract management system.
- May secure and compare information regarding price, quality, availability and other pertinent data for material, supply, and equipment purchases; analyzes and makes recommendations; may update inventory and generates inventory reports for reference.
- May coordinate special projects that vary depending on department to which assigned.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected City Council.
- Codes, regulations, policies, agreements, technical processes, and procedures related to City and departmental activities.
- Applicable federal, state, and local laws, codes, rules, ordinances, and regulations.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.

- Principles, practices, and methods for administering safety and training programs.
- Business letter writing, techniques for preparing informational materials and the standard format for reports, correspondence, and other written materials.
- English usage, spelling, grammar, and punctuation.
- 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 providing a high level of customer service to the public, representatives of other agencies, and City staff, in person and over the telephone.

Skill in:

- Learning the functions and procedures for the department to which assigned.
- Providing varied and responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion.
- Interpreting, applying, explaining, and implementing policies, procedures, laws, codes, regulations, ordinances, technical processes, and computer applications related to the City, department, or organizational unit to which assigned.
- Analyzing and resolving office administrative concerns.
- Collecting, compiling, analyzing, and summarizing varied information, proposing, and considering alternatives and reaching sound conclusions.
- Responding to and effectively prioritizing multiple phone calls, visitors, and other requests for service.
- Compiling information from varied sources and preparing accurate records and reports.
- Composing correspondence, informational materials and reports independently or from brief instructions.
- 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, initiating processes, coordinating projects, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Establishing and maintaining a records management system for an organizational unit.
- Taking a proactive approach to customer service issues.
- Word processing and entering data into standard computer formats and producing correspondence and reports with speed and accuracy sufficient to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the 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:

Administrative Assistant I and II: Equivalent to graduation from high school.

Administrative Assistant I: One year of office administrative support or records management experience. Experience dealing with the public is highly desirable.

Administrative Assistant II: Three years of responsible office administrative and/or secretarial experience. Experience in dealing with the public, working in a public agency setting and in

working in an organization, which will have provided a knowledge of the departmental function to which assigned is desirable.

Licenses and Certifications:

Must possess a valid California Class C driver's license and have a satisfactory driving record.

Advancement Criteria:

An Administrative Assistant I who meets the criteria to advance to Administrative Assistant II must have served a minimum of 6 months satisfactory performance at their current wage step prior to reclassification. The effective date of reclassification shall be as of the first day of the pay period following written approval from the department director.

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.

Other Requirements:

Attendance at off-hours meetings may be required.

Typical working titles included in this classification:

Administrative Assistant I or II

Accounts Payable Clerk
Administrative Assistant
Records Clerk
Utility Billing Customer Service Representative

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.