

ADMINISTRATIVE ASSISTANT

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



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| Definition |
| Under direction, performs a variety of administrative, secretarial, and office support duties of considerable complexity. These duties require thorough knowledge of the department's procedures and operational details. Provides administrative support to management and departmental staff. Composes and prepares correspondence using considerable judgment in content and style. Performs skilled word processing, data entry, and typing. Provides information to the public and staff. Provides assistance for a wide variety of assignments related to administration of budgets, contracts, research projects, and department programs; and performs related work as required. |
| Supervision received and exercised |
| Receives direction from assigned management staff. May exercise functional or direct supervision over assigned administrative support staff. |
| Class characteristics |
| Incumbents at this level possess a comprehensive, authoritative understanding of all department or division functions and activities. Provide support to management staff in the completion of their duties, in addition to completing complex clerical assignments including taking and transcribing meeting minutes and assisting in department-related projects and programs. Adequate performance at this level requires the knowledge of departmental or office procedures and the ability to choose among alternatives in solving problems. This class is distinguished from Executive Assistant in that the latter is the highest level class in the administrative support series and is specifically assigned to the Police Chief. |
| Examples of typical job functions (illustrative only) |
| Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Provides administrative support to the department or division head in the daily management of operations.• Prepares, types and/or processes various documents requiring knowledge of the department's functions, which may include but are not limited to: contracts, vouchers, claims, meeting agendas and minutes, correspondence, periodic reports, agreements, legal/official documents, etc.• Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.• Communicates with officials and staff of other departments and agencies to obtain and relay information and to coordinate activities.• Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.• Organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, files, and report summaries; retrieves information from systems as required, mails out reports and notices as required.• May perform various accounting/bookkeeping work, which may include check requests, purchase orders, timecard review; processing invoices, including coordination with consultants and vendors, Finance and other City staff to ensure accuracy of data input, preparation and distribution of invoices, tracking payments, and resolving disputes.• Assists with budget preparation by performing research, working with the Finance and other City departments to resolve budget questions and inconsistencies, entering budget information into databases and maintaining records.• Receives and responds to inquiries, in oral or written form, from the public or other agencies concerning department/division operations.• Coordinates preparation for special events for the department.• Performs public outreach including scheduling department tours and community meetings, arranging activities that improve community awareness, and coordinating annual events.• Coordinates City staff trainings and other events and meetings; creates schedules, invites participants, and arranges for other details as necessary.• Works with a variety of outside parties to ensure supporting documentation is complete for a variety of applications, City services, programs, and permits, including providing guidance and assistance, and coordinating public and legal noticing related to Department actions. |

- Serves as point of contact for a variety of services of the department to which assigned; provides information to the public to ensure an understanding of department policies and procedures.
- Performs other clerical/administrative work as required, which may include but is not limited to copying documents, filing/retrieving files, reviewing and processing mail, faxing information, answering the telephone, scheduling appointments, meetings and events such as quarterly meetings, maintaining calendars, etc.
- Coordinates and/or attends various meetings and training as required or appropriate, represents department as assigned; makes travel arrangements.
- Completes special projects as assigned including but not limited to organizing events for the community, creating flyers and informational packets, setting up food, transportation and other logistics for various City services, and sourcing vendors for special purchases.
- Performs other duties as assigned.

Qualifications

Knowledge of

- Operations, services, programs, policies, procedures and processes of the department to which the position is assigned.
- Standards or processes relevant to clerical operations of the department/division to which assigned.
- Programs, goals and purpose of the assigned department/division.
- Principles and practices of data collection and report preparation.
- Basic budgetary principles.
- Methods of preparing and processing various records, forms and other documents specific to assigned department or program.
- Standard office management and clerical practices and procedures.
- Record-keeping, report preparation and filing systems and methods.
- Basic business arithmetic.
- City purchasing policies and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Understand, explain and apply departmental policies and procedures, and standards.
- Perform difficult and complex clerical work involving the use of considerable independent judgment.
- Set priorities; adapt to changing priorities; meet critical time deadlines.
- Gather and compile department/division-specific information from a variety of sources.
- Prepare, review and present reports, recommendations and other correspondence and communications in a clear and concise manner.
- Take notes at meetings.
- Maintain confidentiality.
- Understand and follow oral and written instructions.
- Maintain accurate records and files.
- Type accurately at speeds necessary for successful job performance.
- Maintain complex schedules.
- Organize events.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Perform required mathematical computations accurately.
- Operate modern office equipment including computer equipment and specialized software relevant to work performed.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment in the performance of assigned tasks.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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:

- Equivalent to the completion of the twelfth (12th) grade.

- Four (4) years of increasingly responsible administrative and clerical support.

Licenses and certifications

- None

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Environmental elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.