

**ADMINISTRATIVE ASSISTANT**

**I. Position Identification**

- A) Title: Administrative Assistant
- B) Bargaining Unit: Public Employees Union, Local #1
- C) Customary Work Hours: 8:00 a.m. until 5:00 p.m.
- D) Customary Work Days: Monday through Friday
- E) Reports To: Department Director
- F) Directs The Work Of: None
- G) Educational and/or Experience Requirements:

Any relevant combination of education and experience that would demonstrate the knowledge and skills outlines below is qualifying. A typical way of gaining the skills is:

Education: High school diploma or equivalent.

Experience: At least four (4) years of recent, full-time experience performing journey level clerical and administrative assistant work or executive secretarial experience in a private or public agency with increasingly responsible work experience in the support of a function or department head and possession of superior computer and related skills.

Licenses and/or Certificates Required: Possession of a valid California Class C driver's license is required.

**II. FLSA Status:** Non Exempt.

**III. Position Summary**

Under general direction, is responsible for performing confidential and complex administrative functions in support of a City Department Director, department operations, and department staff. The incumbent will operate with a high level of autonomy and will often perform tasks associated with the Director's position such as budget analysis, creating correspondence on behalf of the department, and solving citizen problems. Will be called upon to perform a number of tasks of a highly confidential nature. Must work productively and professionally with or without supervision. An Administrative Assistant may provide lead direction to other administrative clerks if applicable, but has no supervisory responsibilities.

**IV. Essential Functions**

1. Performs complex administrative duties involving the use of independent judgment.
2. Relieves the Department Director of a variety of administrative and office details and provides secretarial and administrative support to staff.
3. Prioritizes and maintains the Department Director's calendar; schedules appointments and arranges meetings for the Department Director and other management personnel.
4. Handles sensitive and confidential documentation including personnel and disciplinary actions.
5. Prepares agendas and attends various meetings on behalf of the Department; will often prepare and distribute minutes and coordinate committee activities.
6. Assists in the training and support of other staff members, will interpret City and Department policy for staff members where appropriate.
7. Will assist in prioritizing correspondence and projects for the Department Director. Will independently provide background and research material where required.
8. Acts as a liaison between the Department Director's office and City Council, City staff, other agencies and the public.
9. Coordinates and monitors projects and budgets to ensure that deadlines are met and spending is kept within approved parameters.
10. Processes the payroll and personnel forms for department as a liaison to the Human Resources Department; reviews and maintains payroll time sheets.
11. May complete as well as compile budget data; plays a major role in budget preparation.
12. Composes correspondence on various subjects from general instructions or independently in accordance with administrative policies or procedures.
13. Maintains departmental personnel files and confidential records.
14. Makes travel arrangements for the director and other staff members.
15. Responsible for carrying out the mission of the City and the department and adherence to the City's and department's organization values.
16. Develops and maintains positive public relations with emphasis on customer service.

17. Has the ability and willingness to work cooperatively in a team environment with other City employees in the course of daily activities.
18. Performs other duties and assumes other responsibilities as apparent or as delegated.
19. Review, research, summarize, and track a variety of fiscal, statistical and administrative information, plans or projects; assist in the preparation of annual, quarterly or other administrative reports.
20. Develop and revise forms and report formats.
21. Participate in conducting surveys and studies by gathering, compiling, tabulating and reporting data.
22. Prepare, process and monitor administrative documents including permits, bonds, insurance, and personnel actions.
23. Answer questions and provide information to the public, contractors, vendors and City staff personnel; assist in the investigation of customer complaints and recommend necessary action to resolve complaints.
24. Assist in the coordination and monitoring of the Department budget; compile annual budget requests, recommend expenditure requests for designated accounts, compile revenue projections and monitor approved budget accounts.

**V. Job Related and Essential Qualifications**

**A. Knowledge of:**

- Report writing and documentation techniques.
- Proper use of English and grammar.
- Record keeping principles and procedures.
- Safe driving and work practices.
- Modern office methods and procedures.

**B. Skill at:**

- Interpreting and applying oral and/or written materials and instructions.
- Interpreting and applying laws and regulations.
- Operating telephone and other related equipment.
- Communicating clearly, concisely and effectively, both orally and in writing.
- Gathering, assembling, analyzing and evaluating facts and evidence, drawing logical conclusions and making proper recommendations.
- Responding quickly and effectively in difficult situations.

- Coordinating multiple projects and meeting deadlines.
- Preparing reports and efficiently maintaining accurate records.
- Using a personal computer and job-related software applications.

**C. Ability to:**

- Communicate effectively, both orally and in writing.
- Identify with management and City goals and objectives and understand and support City priorities and needs.
- Establish and maintain cooperation and working relationships with those contacted in the course of work.
- Meet the physical, mental and environmental demands of the job.
- Follow oral and written directions.
- Demonstrate continuing effectiveness in maintaining the knowledge and skills required of this position.
- Keep abreast of new products, procedures, and changing technology relevant to this position.
- Use initiative and exercise sound independent judgment.
- Accept the input of supervisors and co-workers as well as provide input and be a genuine team player.
- Promote a customer service focus in forging cooperative public relations.
- Recognize, prioritize and accomplish needed tasks.
- Work independently in the absence of supervision.

**VI. Physical Demands/Qualifications**

1. Requires the ability to sit for long periods of time throughout the workday.
2. Mobility to work in a standard office environment, and use standard office equipment (computers, scanners, copiers, etc.).
3. Manual dexterity and vision sufficient to operate standard office equipment and supplies for potentially long periods of time without experiencing abnormal hand, wrist or eyestrain.
4. Ability to manipulate both single sheets of paper and large document holders (binders, manuals, etc.).
5. Hearing and speech sufficient to communicate and understand conversations, both in person and on the telephone.
6. Ability to lift objects up to 25 pounds without assistance.
7. Periodically work outside of normal work hours.

8. Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

**VII. Non-Physical Demands/Qualifications**

1. Communicate information clearly and effectively on a number different levels, both verbal and written.
2. Operate under tight deadlines.
3. Be highly organized, detail oriented and possess the ability to prioritize a number of projects.
4. Demonstrate a high level of integrity.
5. Possess a valid driver's license.

**VIII. Environmental Conditions**

1. Working conditions in the office are clean, well lit and free from extremes of temperature and humidity.

**IX. Other duties and requirements**

This class description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.