

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, provides a wide variety of technical office administrative and secretarial support to a department head, and/or assigned management, professional, and supervisory staff; provides a variety of technical and office administrative support work to ensure the effective functioning of the department to which assigned; coordinates management and room calendars; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. May exercise technical and functional direction over assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the administrative support series. Incumbents perform a wide variety of specialized technical and administrative support work for various City departments. Responsibilities include coordinating the office administrative work for the department by performing technical assistance to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as a knowledge of departmental and City activities. The work requires the interpretation of departmental policies, procedures, and regulations, and involves frequent contact with the public, as well as performing various research and reporting functions. This class is distinguished from the Office Specialist in that it provides higher-level office administrative and technical support to a department head and related management, professional, and supervisory staff and performs technical support work related to the department to which assigned.

EXAMPLES OF ESSENTIAL 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.

- Oversees and ensures that the office administrative functions of the department to which assigned are effectively carried out.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, preparing contracts and agreements, arranging for equipment purchase and maintenance, attending meetings, and serving on various task forces and committees.
- Receives and screens visitors and telephone calls; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of policies, rules, procedures, and ordinances; distributes materials and information to customers.
- Performs a variety of clerical/administrative work including preparing and word processing of routine to complex correspondence, forms, and reports from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, correct formatting, and correct English usage., including grammar, punctuation, and spelling.

- Processes bills and invoices for payment; prepares and transmits a variety of financial documents; assists in budget preparation and maintains records of purchase orders, payroll, expense statements, and other departmental fiscal transactions.
- Compiles information and data for administrative, statistical, and financial reports; checks and tabulates statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, inventory files, and report summaries.
- Coordinates calendars and makes meeting arrangements; schedules meetings between City staff or between City staff and outside groups or organizations; arranges for necessary materials to be available at meetings.
- Coordinates travel arrangements and accommodations for department personnel and submits all related paperwork.
- Coordinates workshops and classes; assists with special event programs; coordinates reservations and use of equipment and facilities.
- Acts as the City's representative and liaison on relevant topics, including responding to questions and comments from the public, in a courteous and timely manner and collaborating with involved parties to reach solutions on identified issues.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.
- May train other clerical personnel in work procedures.
- Performs other duties as assigned.

If assigned to the **Community Development Department:**

- Attends Planning Commission evening meetings and takes minutes.

If assigned to the **Economic Development Department:**

- Acts as the City's representative and liaison at the Visitors Center, directly interacting with members of the public that may have tourism-related questions.
- May perform cashiering duties specifically related to merchandise sold through the Soledad Visitors Center.

If assigned to the **Public Works Department:**

- *Assigned to the Wastewater Division and will report to the Administration office at Soledad's Water Reclamation Facility.*
- *Administers the City's Liquid Waste Receiving Program – Directs liquid waste haulers to proper location for disposal of waste, weighs, logs and monitors the unloading of hauled liquid waste, prepares invoices and maintains records for the Liquid Waste Program*
- *Administers the City's Source Control Permit Program – Receives and works with Chief Plant Operator and/or City Engineer to process applications for permits for grease traps, industrial wastewater dischargers, maintains permits, sends notices and prepares invoices for the Source Control Program*
- *Verifies time entry is compliant with Personnel Rules and applicable Memorandum of Understanding.*
- *Inputs time entry for department director approval.*
- *Researches City Ordinances, Resolutions and other City records as needed to be used by department director.*
- *Processes City vehicle sales and purchases through California Department of Motor Vehicles.*
- *Processes Title documents such as dedications, easements, vacations and abandonments through the*

QUALIFICATIONS

Knowledge of:

- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Budgeting and fiscal monitoring, and the City's budget process.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection, report preparation and, if required, preparing meeting minutes.
- Computer applications related to the work, including word processing, Internet, database, and spreadsheet applications.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping and cash handling.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Perform responsible technical administrative and secretarial support work with accuracy, speed, and minimal supervision.
- Provide varied, confidential and responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain a wide variety of technical policies and procedures, and communicate difficult procedures and regulations to those encountered in the course of work.
- Research and summarize data, and prepare and present accurate and reliable reports containing findings and recommendations.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Take meeting notes rapidly and accurately transcribe own notes.
- File materials alphabetically, chronologically, and numerically.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow up on assignments with a minimum of direction.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain 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 and four (4) years of experience in general clerical, office administrative or secretarial work. Two (2) years of college coursework in business administration or a related field, plus experience in providing technical and administrative support to a department head in a public agency is highly desirable.

License:

- Valid California class C driver's license with satisfactory driving record may be required.

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 in work areas *and walking between work areas within the City's Water Reclamation Facility* may be frequently required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. *If assigned to Public Works Department, primarily indoors but occasionally work briefly outdoors and are exposed to loud noise levels and hazardous physical substances and fumes.* Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.