



June 2019
FLSA: Non-Exempt

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of complex administrative and office support duties of considerable complexity requiring thorough knowledge of assigned department, its procedures, and operational details; provides information to the public and staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a clerical classification performing a wide variety of administrative work. Incumbents at this level possess a comprehensive, authoritative understanding of all department functions and activities and provide support to management staff in the completion of their duties. Incumbents are expected to work independently and exercise judgment and initiative. Positions receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

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.

- Prepares and processes various documents requiring knowledge of assigned department's programs/projects, operations, and services and the ability to explain, interpret, and apply federal, state, and local laws, rules, regulations, codes, ordinances, and Town policies and procedures relevant to assigned area of responsibility.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate Town staff; assists the public and directs the public to appropriate locations/staff.
- Serves as the point of contact for assigned department; receives, processes, and responds to public records requests, complaints, and other requests for information; researches and organizes information; ensures compliance with legal and regulatory requirements.
- Works with the public and a variety of outside parties to ensure completion of applications, documents, forms, and supporting documentation related to assigned area of responsibility.
- Performs various accounting support work such as monitoring budgets, purchase order, and account balances; determining and calculating required fees; processing, reconciling, and verifying cash and monies expended and received; processing and auditing reimbursements, payment vouchers, check requests, and invoices; generating purchase orders; and allocating general ledger codes in accordance with Town policies and procedures.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental policies and procedures in determining completeness of applications, records, and files.

- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information; ensures compliance with established records retention schedules including archiving, scanning, and destructing files.
- Designs, creates, and edits a variety of documents, including correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and reports.
- Researches, summarizes, and interprets data from various sources and prepares a variety of statistical and narrative reports according to established procedures and practices; may submit reports to various local, state, and federal regulatory agencies.
- Serves as recording secretary and provides staff support for assigned boards, committees, and commissions including preparing, posting, and distributing public hearing notices, agendas, and informational packets, preparing staff reports, coordinating meeting logistics and room set-up, attending meetings, taking and transcribing minutes, and processing action items; prepares and posts public and legal noticing related to board, committee, and commission actions.
- Performs a variety of office support duties such as scheduling and coordinating meetings, conferences, and trainings; coordinating travel arrangements; opening and routing mail; and ordering and maintaining equipment, office supplies, and other related supplies.
- Maintains department personnel files, including processing personnel action forms and sensitive/confidential personnel issues, preparing supervisor generated performance evaluation forms, processing accident/incident/workers' compensation claim forms, filing pertinent documents, maintaining files in a secure location, and providing information to supervisors and managers.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, programs, policies, procedures, and processes of the department to which the position is assigned.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Business letter writing and the standard format for reports and correspondence.
- Research and reporting methods, techniques, and procedures.
- Record keeping and filing systems and methods.
- Basic business arithmetic.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned department.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform responsible and difficult administrative support work involving the use of independent judgment and personal initiative.
- Research and summarize information; prepare clear and concise reports, correspondence, procedures, and other written materials.
- Perform basic arithmetic computations accurately.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 completion of the twelfth (12th) grade and two (2) years of increasingly responsible clerical experience. Some college courses preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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 15 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.