

**CLASS SPECIFICATION
Administrative Assistant**

GENERAL PURPOSE

Under general supervision, performs difficult office and administrative support duties; types technical documents and reports; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Administrative Assistants are responsible for independently performing a wide variety of difficult and responsible office and administrative support functions requiring detailed knowledge of City and department rules, policies and procedures. Incumbents use advanced word processing, spreadsheet and graphics skills in the development of technical documents and presentation materials. They may provide general office administrative support services and provide backup to other office clerical and administrative staff. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, understanding and applying complicated information requiring a high degree of accuracy and interacting with and handling routine to non-routine questions, complaints and problems based on knowledge gained through experience.

Administrative Assistant is distinguished from Senior Office Assistant in that incumbents in the former class perform a variety of significant, difficult administrative and office support functions with moderate direction and supervision, in addition to providing general clerical support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Using word processing software, types, composes and revises reports, correspondence, memoranda, agreements, newsletters, schedules, specifications, addendums, requests for proposals, notices, charts, liens, releases, logs, lists, billings, programs, indices, books, manuals, agendas and other specialized documents; types from rough notes, drafts, and brief oral instructions; composes correspondence; data enters information; compiles bids and request for proposal technical specifications and makes arrangements for legal advertisements; assists with bid processes.
2. Performs secretarial functions for department managers, supervisors and staff; answers, screens and directs telephone calls and takes messages; greets and directs visitors; researches requests from City employees or the public; responds to questions, requests for service and complaints from staff and the public and dispatches staff as appropriate; provides detailed, technical information regarding City and department policies and procedures to staff and the public according to established procedures; sets up and maintains master and monthly department and staff calendars; opens, maintains and updates contact lists; reviews, prioritizes and distributes mail; schedules deliveries and pick-ups; coordinates mass mailings; duplicates and files documents, records and materials.

3. Creates, develops, maintains and updates specialized and custom forms, databases, logs, files, records and reports to support technical work processes in areas of assigned responsibility; designs, develops and maintains spreadsheets requiring data interpretation and manipulation.
4. Researches and compiles data for specialized reports and records; ensures data accuracy; compiles and prepares reports regarding workload indicators.
5. Organizes, maintains and updates confidential subject, project, personnel and specialized technical files, documents and records; creates, maintains and updates filing systems; copies, compiles and distributes reports, documents and other materials; oversees retention of department records and files; downloads, creates and updates electronic and graphic files; performs annual filing audits and purges records in compliance with City records retention schedules.
6. Maintains and updates budget and financial records; assists in preparing the department's annual budget; tracks expenditures and maintains department and program budgets and records; compiles data; processes invoices, encumbrances and requests for payment; assists in preparing and distributing budget books; oversees department use of gas and store credit cards; maintains the department's petty cash and receives requests for reimbursement and dispenses petty cash as needed; sets up and charges contractor and consultant accounts for overtime and re-inspection fees and maintains records.
7. Orders and distributes department supplies; receives and maintains inventory of supplies and equipment; prepares, processes and tracks purchase orders, requisitions and invoices; codes receipts with appropriate budget codes; obtains cardholder signatures, supervisor approvals and approving official signatures and send to Purchasing; researches and recommends products; solicits price quotes; negotiates terms and pricing; establishes annual purchase orders with vendors; oversees vendor accounts and confers with vendors regarding issues; checks deliveries and distributes items to staff; reconciles and processes Cal-Card statements and accounting logs; assists in projecting department equipment and space requirements; coordinates software purchases with Technology Services.
8. Prepares and reviews a variety of personnel and payroll documents; prepares and maintains staff attendance reports and records; prepares, reviews and submits timesheets; processes leave of absence requests; maintains records of employee time-off; issues alarm codes and key cards to staff.
9. Schedules meetings, conferences and appointments for department staff; makes and confirms travel arrangements; submits conference registration; prepares travel and direct pay requests; reconciles travel requests and expenses; prepares itineraries and schedules.
10. Attends and makes arrangements for a variety of meetings as required; assists in organizing, preparing and distributing materials; prepares and processes agendas and action memos; takes and transcribes minutes; sets up meeting rooms; arranges for refreshments.
11. Maintains and makes minor repairs to computers and office equipment; requests periodic maintenance services and repairs to department equipment and facilities; provides technical assistance to staff on computer usage; sets up and installs computer hardware and software as needed; troubleshoots equipment and computer problems as needed.
12. Assists in coordinating department training programs; schedules training sessions and locations; coordinates employee sign-up and registration; maintains program and training records; makes

arrangements for training sessions, including coordinating and scheduling reservations for meeting rooms and office equipment and providing refreshments; updates and maintains department and program training logs.

OTHER DUTIES

1. Provides backup for other department or division office administrative support staff.
2. May provide work direction and training to other clerical personnel; monitors workflow and adjusts duties to complete assignments.
3. Attends a variety of meetings, training sessions, task forces and committees as assigned.
4. Processes claims and complaints against the City; compiles information and documents and submits to Legal; processes correspondence for lawsuits and provides copies to Risk Management.
5. Requests, reviews and tracks vendor insurance certificates and forwards to Risk Management for approval.

QUALIFICATIONS

Knowledge of:

1. Office administrative and management practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. City organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
4. Advanced uses of word processing, spreadsheet, database and other standard software to create complex documents and materials requiring the interpretation and manipulation of data.
5. Basic research techniques, methods and procedures.
6. Basic principles and practices of public administration, including budgeting, purchasing and maintenance of public records.

Ability to:

1. Operate a computer, word processing and spreadsheet software and other standard office equipment.
2. Type accurately at a speed necessary to meet the requirements of the position.
3. Organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.

5. Organize, research and maintain complete and extensive office files.
6. Compose correspondence and prepare documents from brief instructions.
7. Communicate clearly and effectively, both orally and in writing.
8. Understand and follow written and oral instructions.
9. Prepare clear, accurate and concise records and reports.
10. Maintain highly sensitive and confidential information.
11. Use a high degree of tact, diplomacy and discretion in dealing with sensitive situations and concerned citizens.
12. Establish and maintain highly effective working relationships with City management, staff, contractors, vendors, external agencies, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from graduation from high school or G.E.D. equivalent; and three years of increasingly responsible administrative support or secretarial experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and difficult office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with

City management, staff, contractors, vendors, external agencies, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.