

ADMINISTRATIVE ASSISTANT

DEFINITION

This single incumbent position is under general direction of a Department Head or a Department Head designee. The incumbent will perform a variety of essential administrative duties.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents allocated to this position have responsibility to perform a variety of clerical duties for the completion of mandated reports. Work is reviewed upon completion.

EXAMPLES OF DUTIES

This classification specification is intended to present a descriptive list of the range of duties performed by employees in a classification. Class specifications are not intended to reflect all duties performed within the job. Duties may include, but are not limited to, the following:

- Operate a computer and standard business software to prepare a variety of materials and documents; and type, format, revise, generate, maintain and distribute correspondence, memoranda, forms, reports, lists, logs and other documents.
- Update and maintain assigned computer records and databases; complete and process standard forms related to areas of responsibility; and develop and maintain standard spreadsheets for a variety of purposes.
- Proofread and review typed and other materials for accuracy, completeness and compliance with city standards, policies and procedures; ensure materials, reports and documents for signature are accurate and complete.
- Prepare, update, organize and maintain a variety of records and files; locate, retrieve, duplicate and distribute copies of reports, forms, records and documents as requested; and reconcile and maintain assigned staff credit card statements.
- Act as receptionist by receiving, screening and routing telephone calls; take and distribute messages; and greet and direct visitors to the appropriate office or staff member.

- Respond to and initiate routine e-mails; handle and respond to routine in-person, telephone and e-mail requests for information, questions and complaints, and refer questions and complaints to appropriate staff when outside the scope of knowledge.
- Make and confirm travel arrangements, reservations and conference registrations, as requested; complete request forms, authorizations and reimbursements; and prepare itineraries and schedules.
- Open, sort, process and distribute incoming mail and package deliveries; prepare regular and bulk mailings; request, coordinate and schedule special deliveries; retrieve, deliver and send faxes; and copy various documents and materials.
- Maintain and monitor inventory of orders and distribute assigned office supplies and equipment; obtain price quotes and select budgeted items; check deliveries and distribute items to staff, as appropriate; and follow up on payment, shipment and delivery of purchased items.
- Gathers data and performs data input to prepare necessary reports to regulatory agencies.
- Fosters a team environment relationship within the department and with other city employees in the course of daily activities.
- Develops and maintains positive public relations with emphasis on customer service.

MINIMUM QUALIFICATIONS

Knowledge of:

Modern clerical procedures and practices; good knowledge of correct punctuation, and spelling and correct grammatical usage; basic arithmetic, including addition, subtraction, multiplication and division, including decimals and percentages; good knowledge of business correspondence principals, report writing, basic research methods and record keeping systems; good knowledge of common software programs such as Word, Word Perfect, e-mail and simple systems.

Ability to: perform multiple tasks requiring good judgement, accuracy and discretion, perform complex secretarial duties; research, analyze and prepare reports and spreadsheets using PC driven software.

LICENSES AND CERTIFICATES

Possession of a valid Class C California Driver's License.

EDUCATION, TRAINING AND EXPERIENCE

Education: A high school diploma, or equivalent. Formal or informal education sufficient to assure the ability to read and write at a level required for successful job performance with coursework in management and supervisory skills; and

Experience: No experience required.

TYPICAL PHYSICAL REQUIREMENTS

Hearing sufficient to understand conversations, both in person and on the telephone.

Ability to safely operate and drive a motor vehicle.

TYPICAL WORKING CONDITIONS

Working conditions in the office are free from extremes of temperature.