

ADMINISTRATIVE ASSISTANT - PUBLIC SERVICES

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the classification. Class specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, performs a wide variety of customer services, technical support activities, secretarial and special projects as assigned; and to do related work as required.

CLASS CHARACTERISTICS

This is a broad class encompassing a wide variety of clerical and technical areas. Cross training, rotation and reassignment is encouraged to provide the City with flexible staffing and to develop incumbent's technical skills. Positions may be assigned to the City Manager or to other managers as needed. The salary range assigned is also broad and placement on a specific step is governed by the incumbent's skill level, experience, overall performance and City policies.

EXAMPLE OF DUTIES

- Responds to the needs of Live Oak citizens and provides services as assigned; prepares a variety of billing transactions for City utilities and services as assigned; inputs a variety of data into the City's automation system including financial postings, accounting transactions, work orders, and other City data;
- Staffs the public services counters as directed; answers phone, e-mail and faxes as assigned; receives and reconciles cash and checks when assigned as City Cashier; maintains financial records and performs basic mathematical calculations; refers and reconciles complaints; performs a variety of routine technical duties related to the City's accounting process and assists in verifying accounting entries to ensure accuracy and compiles basic technical information related to area of assignment;
- Provides a wide range of secretarial duties for City management and the City Council as directed; composes routine correspondence; transcribes machines recordings and/or work drafts; operates personal computers and related software, such as Word and Excel; sorts, indexes and files City documents; schedules appointments, directs mail and assists on surveys, required notices and purchasing activities;
- Operates City radios as needed; processes meter reading data, prepares bills for mailing, final notices and collection notices; assists management staff on special projects by performing research, data input of mathematical calculations and composing basic or routine reports; may attend public functions as support staff when directed;
- May be assigned City Treasurer duties as directed by the City Council and/or City Manager, including signing of City checks, transfer of investment funds and other related duties.

ESSENTIAL POSITION FUNCTIONS

1. Percent of time spent attending meetings, research, reading and deskwork - 60%
2. Percent of time spent operating the following equipment - 40%
 - a. Personal computer and printer - 15%
 - b. Telephone - 20%
 - c. Fax machine and copy machine - 5%

MINIMUM QUALIFICATIONS

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

Ability to: Perform multiple tasks requiring good judgment, accuracy and discretion; perform complex secretarial duties for all levels of the City organization; research, analyze and prepare complex transactions, reports and spreadsheets using PC driven software, such as Word and Word Perfect; use good judgment in choosing among available alternatives, in recognizing scope of authority, in seeking assistance, and in making referrals; handle confidential material and contacts with discretion; meet deadlines; learn, interpret and apply specific policies and procedures; establish and maintain effective working relationships with others; type at 55 w.p.m. net; learn policies, procedures and regulations relating to area of responsibility; to handle stressful situations.

Education and Experience: Three years of increasingly responsible secretarial and clerical technical support which would demonstrate possession the above knowledge and ability. Job related education may be substituted for one year of the required experience.

Special Requirements: Must possess a valid California driver's license.