



JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT SERIES

ADMINISTRATIVE ASSISTANT I

**Range 17 - \$32,509.11 – \$41,490.78 Annually
\$15.63 - \$19.95 Hourly**

ADMINISTRATIVE ASSISTANT II

**Range 20 - \$37,633.36 – \$48,030.77 Annually
\$18.09 - \$23.09 Hourly**

SENIOR ADMINISTRATIVE ASSISTANT

**Range 23 - \$43,565.32 – \$55,601.62 Annually
\$20.94 - \$26.73 Hourly**

DEPARTMENT: CITY MANAGER FLSA STATUS: NON-EXEMPT

POSITION STATUS: REGULAR, FULL-TIME REPORTS TO: CITY CLERK

DEFINITION

To perform a variety of office and administrative support duties at the entry, journey and advanced/lead levels, depending on assignment, involving answering phones, receiving the public, providing customer assistance, cashiering, word processing, data entry and special projects; to provide skilled administrative assistance to various staff members and departments as needed; and to perform other duties as required.

DISTINGUISHING CHARACTERISTICS

The Administrative Assistant Series encompasses three levels of work. Positions within this series will be allocated based upon the level of work performed and required by the City.

Administrative Assistant I: This is the entry and training level in the Administrative Assistant series. Incumbents in this class normally work under close supervision performing a group of repetitive or closely related duties according to established procedures. While a variety of tasks may be assigned, each step usually fits a pattern, which has been established and explained before work is started. Generally work is observed and reviewed both during its performance and upon completion, and changes in procedure or exceptions to rules are explained in detail as they arise.

Administrative Assistant II: This is the journey level in the Administrative Assistant series. Incumbents in this class have an increased level of responsibility and complexity of duties based on knowledge and experience gained at the lower level. Incumbents perform a broader scope of work under general supervision are able to interpret and explain regulations, procedures, policies, systems and rules in response to inquiries from the public, staff and other organizations. Work assignments may include research and special projects. Work is reviewed both during its performance and upon completion for achievement of the objectives given.

Senior Administrative Assistant: This is the advanced journey/lead level in the Administrative Assistant series. Incumbents in this class possess extensive experience and knowledge of organizational policies, procedures and programs and perform the most difficult and responsible types of duties. Incumbents may be assigned to assist the City Clerk/HR & Risk Manager with specialized and technical City Clerk and Human Resources



JOB DESCRIPTION

duties and may also participate in the review of subordinates work to ensure that appropriate standards are met. Incumbent may serve as Deputy City Clerk and/or may provide lead supervision and train others. Incumbent shall function with greater autonomy and exercise independent judgment within defined parameters.

ESSENTIAL JOB FUNCTIONS

Depending on assignment, duties may include, but are not limited to, the following:

Administrative Assistant I:

1. Serve as initial contact/resource person for the assigned office; screen calls and visitors; sort and deliver mail.
2. Learn to respond to routine inquiries from the public, City staff, representatives of other organizations and others; refer more technical questions or issues to appropriate City staff, ensure to follow up unanswered inquiries.
3. Perform data entry and keyboarding to process a variety of routine forms, letters, memorandums, agendas, minutes, or other materials from oral direction, rough draft, copy, notes or recordings; ensure accuracy and completeness in conformance with training received on established regulations and procedures.
4. Assist in maintaining a variety of files and records for information; ensure proper filing and/or scanning of documents in departmental, central and/or electronic files; maintain and update resource materials.
5. Participate in aspects of financial and budgetary record keeping, purchasing and other routine transactions to assist in the administrative support of departmental programs; check, maintain, and tabulate statistical data and records.
6. Establish and maintain effective working relationships with the public and City employees.
7. Assist in a variety of department operations; assist with limited aspects of special projects and assignments under close supervision, as requested.
8. Learn to process passports for the public.
9. Order necessary office supplies.
10. Perform other related duties as required.

Administrative Assistant II:

In addition to the above, duties may include, but are not limited to, the following:

11. Interpret and explain regulations, procedures, policies, systems, rules and precedents in response to inquiries and complaints from the public, City staff, representatives of other organizations and others.



JOB DESCRIPTION

12. Research and gather information to provide accurate answers and information to the public and handle increasingly more technical inquiries independently using applied knowledge of department operations and City processes.
13. Verify and review forms and reports for completeness and conformance with established regulations and procedures; apply specialized knowledge of departmental and program policies and procedures in determining completeness of applications, permits, records and files.
14. Initiate and maintain a variety of files and records for information related to the assigned office.
15. Maintain increasingly complex budget, purchasing and other detailed records to assist in the management or administration of departmental programs.
16. Assist in a variety of department operations; perform special projects and assignments as requested.
17. Coordinate travel arrangements.
18. Distribute and reconcile office petty cash.
19. Process passports for the public and maintain US State Department certification.

Senior Administrative Assistant:

In addition to the above, duties may include, but are not limited to, the following:

20. Plan, organize and carry out administrative assignments; research, compile and organize information and data from various sources on a variety of specialized topics related to programs in the assigned area.
21. Participate and assist in the administration of the office, recommend organizational or procedural changes affecting support activities.
22. Develop and/or maintain sections of a central records system; enter or extract information on or from records.
23. Maintain records and compile detailed and complex information, data, and materials and assist in the preparation of a variety of narrative, financial, budgetary, and statistical reports.
24. Assist in the development of City-wide and departmental policies, procedures, and forms in determining completeness of applications, records, and reports.
25. Respond to complaints and request for information that involve searching for and abstracting data and providing detailed explanation of policies and procedures; research and respond to Public Records Act requests.
26. Serve as support staff to Boards or Commissions by taking minutes, preparing information packets, and coordinating meeting times and locations; serve as back-up to City Clerk at City Council meetings.



JOB DESCRIPTION

27. Lead, train, and participate in the review of staff related to all office procedures; assist with complex problems and issues including those involving passports.
28. Assist the City Clerk/HR & Risk Manager with the maintenance of official City records including ordinances and resolutions; assist with special projects related to the City's human resources and employee benefits, general liability and risk management programs.

MINIMUM QUALIFICATIONS

Knowledge of:

Administrative Assistant I

- Modern office practices and procedures.
- Standard office equipment usage.
- Computers and related equipment; software including word processing applications at a basic level.
- Basic principles and procedures of record keeping.
- Reception and telephone techniques.
- Techniques involving classifying, indexing, processing, retrieving, and controlling a large volume of records.
- Principles of business letter writing.
- English usage, spelling, grammar, and punctuation.

Administrative Assistant II

In addition to the above, knowledge of:

- Computers and related equipment; software including word processing, spread sheet, and data base applications at an intermediate level of complexity.
- Pertinent City-wide and department operational policies, procedures, rules and regulations.
- Principles of budgeting, record keeping and records management.

Senior Administrative Assistant

In addition to the above, knowledge of:

- Computers and related equipment; software including word processing, spread sheet, and data base applications at an advanced level of complexity.
- Administrative principles applicable to the planning and organizing of work.
- Technical aspects of various departmental work functions sufficient to respond to public inquiries with independence and minimal reliance on senior level staff.
- City Clerk functions including City-wide records management; City Council agendas, minutes, ordinances, resolutions, contracts and other documents; Public Records Act.
- Human Resources functions related to employee record keeping, recruitment, on-boarding, training, safety, legal posters, workers' compensation, leave laws, risk management and general liability programs.



JOB DESCRIPTION

Ability to:

Administrative Assistant I

- Perform routine administrative support work.
- Learn to operate office equipment, software, and programs appropriate to department to which assigned.
- Learn office methods, rules, and policies.
- Understand and carry out oral and written directions.
- Operate computer devices and utilize word processing software with a basic level of proficiency.
- Assist in maintaining routine records.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative-working relationships with those contacted in the course of work.

Administrative Assistant II

In addition to the above, ability to:

- Interpret and apply City-wide and departmental policies and procedures.
- Maintain complex records and prepare technical reports.
- Work independently in the absence of supervisor.
- Operate computer devices and utilize word processing, spreadsheet and database software with an intermediate level of proficiency.
- Research and gather information independently.
- Initiate and maintain a variety of files and records.
- Maintain increasingly complex budget, purchasing and other detailed records.
- Perform special projects and assignments of increasing complexity with general direction.

Senior Administrative Assistant

In addition to the above, ability to:

- Plan and organize the work of administrative support staff.
- Assist in the administration of the office in the absence of supervisor and serve in a lead capacity.
- Compile detailed and complex information, data, and materials and prepare reports.
- Respond to complaints and resolve issues independently.
- Operate computer devices and utilize word processing, spreadsheet and database software with an advanced level of proficiency.
- Serve as staff support to assigned Boards and Commissions; serve as back-up to City Clerk at City Council meetings.
- Lead, train and participate in the review of administrative support staff.
- Serve as back-up to City Clerk in handling inquiries and processing forms, claims and various documents related to human resources and risk management functions.
- Serve as a Deputy City Clerk and sign official City documents.

Experience and Education:

Any combination of experience and training that would likely provide the required knowledge, skills and abilities necessary for satisfactory job performance is qualifying. A typical way to obtain the knowledge, skills and abilities would be:



JOB DESCRIPTION

Administrative Assistant I:

Experience – Administrative or office experience, preferably in a municipal government or similar public agency setting is highly desirable, and

Education – Graduation from High School or G.E.D. equivalent.

Administrative Assistant II:

Experience – Three years of progressively responsible general administrative support experience, preferably in a municipal government or similar public agency setting, and

Education – Graduation from High School or G.E.D. equivalent.

Senior Administrative Assistant:

Experience – Five years of progressively responsible general administrative support experience, preferably in a municipal government or similar public agency setting, and

Education – Graduation from High School or G.E.D. equivalent.

Special Requirements:

Possession of a valid California Class C driver's license and good driving record.

Physical Requirements and Environmental Conditions:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis. There is frequent need to sit, stand, stoop, walk, and perform other similar actions during the course of the workday. Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 10 pounds, and to travel to various locations; must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents; and must be able to hear in the normal audio range with or without correction.

This job specification should not be interpreted as all-inclusive. It is intended to identify essential functions and requirements of the job. Not all incumbents may perform all duties at all times. However, incumbents must be able to perform essential duties, with or without accommodation for disability at any time while holding this position.

03/27/14