



# Administrative Assistant

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## Class Specification

Revised 9/23

Class ID: 102

Unit: CONF

Probation: 6 Months

FLSA: Non-Exempt

### DEFINITION

Under direction, provides varied, complex, and confidential administrative and special assistance to a department director; provides lead direction to an assigned clerical support staff; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned department director. Exercises no supervision over staff but provides lead direction to other administrative and clerical staff.

### DISTINGUISHING CHARACTERISTICS

This advanced lead administrative classification is distinguished from other office support classes in that the nature, diversity and scope of responsibilities requires the frequent use of tact, discretion, initiative, and independent judgment. Responsibilities include regular contact with government officials, City Council or board or commission members, representatives of business or community organizations, the public and all levels of City personnel to exchange information and explain administrative policies and procedures. This class is distinguished from the Executive Assistant in that the latter provides complex confidential administrative support to the City Council, City Manager, Assistant City Manager, City Clerk, and other administrative staff. The Administrative Assistant is further distinguished from the Administrative Support Specialist series by being assigned the primary direct support to a department director.

### EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Assist and support the department director and staff by performing a wide variety of complex, responsible, and confidential secretarial and administrative duties for management personnel; assist and support managers and supervisors on certain administrative matters by monitoring projects, transmitting information, and keeping informed of pertinent activities.

Receive and screen visitors and telephone calls, respond to inquiries, and provide information verbally or in writing; interpret and explain City and department policies, rules, and regulations in response to inquiries; refer inquiries as appropriate.

Research, compile, analyze, and summarize a variety of informational materials and data for various reports; operate computer systems and use various software applications to input or retrieve data and prepare reports; oversee the department payroll documentation.

Prepare drafts and a wide variety of finished documents from dictation tapes, notes, brief instructions, or printed materials using a variety of word processing, spreadsheets, and publishing software applications; initiate specified correspondence independently for signature by appropriate management staff; review finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage.

Sort and distribute mail; organize and maintain various administrative, confidential, reference files, records, and databases; ensure compliance with established records retention schedules.

Make appointments and maintain calendar; make travel arrangements; schedule and organize meetings, notify participants, make room arrangements, and prepare required informational materials.

Communicate with officials and staff of other departments and agencies to obtain and relay information and to coordinate activities.

Direct and provide work review for assigned office clerical support staff; train new department clerical staff in work procedures; may provide backup clerical support for other administrative and/or clerical positions; ensure staffing coverage during business hours.

Prepare or assist in the preparation of City Council, board, and commission agenda materials; coordinate and assemble background information; and type meeting minutes as assigned.

Participate and assist in the administration of department budget; prepare budget reports, compile annual budget requests, and recommend expenditure requests for designated accounts; process and audit reimbursements, payment vouchers, check requests, and invoices; generate purchase orders; allocate general ledger codes in accordance with policies and procedures; and prepare complex statistical, financial, administrative reports.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Standard office administrative and secretarial practices and procedures.
- Current word processing, spreadsheet, and publishing software applications.
- Standard office equipment including office computers and networks.
- Computer and paper record keeping, report preparation and filing methods.
- Basic organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Appropriate letter and report formats for use in a public agency.
- Standard business arithmetic.

### **Skill or Ability to:**

- Provide varied, responsible, and often confidential secretarial and office administrative assistance to top level management and administrative staff.
- Use initiative and independent judgment within established guidelines.
- Use tact and discretion in establishing and maintaining effective working relationships with those contacted in the course of the work.
- Maintain sensitive data and confidential information.
- Perform responsible administrative work with accuracy, speed, and minimal supervision.
- Analyze and resolve administrative situations and problems.
- Interpret and apply administrative and department policies, laws, and rules.
- Research, compile, and summarize a variety of informational materials.
- Compose correspondence independently or from brief instructions.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments with minimum direction.
- Plan, assign and review the work of assigned administrative support staff.
- Operate an office computer and software applications in a manner appropriate to the position.
- Communicate clearly and concisely, both orally and in writing.

- Establish and maintain effective working relationships with those contacted in the course of work.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

**Education and Experience:**

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Possession of a high school diploma or equivalent, and four (4) years of responsible office administrative experience. Business or administrative school training and experience dealing with governmental, community and business representatives is desirable.

**License and Certificate:**

This classification requires the ability to travel independently within and outside of City limits.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. 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 frequently sit for prolonged periods of time, bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 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. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.