



MAY 2017
FLSA STATUS: NON-EXEMPT

DRAFT
ADMINISTRATIVE ASSISTANT I/II

DEFINITION

Under immediate (Administrative Assistant I) to general (Administrative Assistant II) supervision, performs a variety of routine to complex clerical and administrative duties in support of an assigned City department or division; support areas include, but are not limited to, administrative, operational and financial programs; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Administrative Assistant I) to general (Administrative Assistant II) supervision from assigned supervisory or management personnel. As assigned, may provide functional and technical supervision to interns or other part-time staff.

CLASS CHARACTERISTICS

Administrative Assistant I - This is the entry-level class in the Administrative Assistant series. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions at the Administrative Assistant II level, and do not exercise the same level of independent direction and judgment in matters related to work procedures and methods. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Administrative Assistant II - This is the full journey-level class in the Administrative Assistant series. Incumbents at this level are responsible for performing the full range of clerical, administrative, operational, and financial program support duties assigned to the classification. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This series is distinguished from the Administrative Secretary (Police Department) in that the latter provides secretarial and administrative support to the Chief of Police and department staff.

Positions at the Administrative Assistant II level are normally filled by advancement from the Administrative Assistant I level; progression to the Administrative Assistant II level is dependent on (i) satisfactory work performance; (ii) the incumbent meeting the minimum qualifications for the classification; (iii) management affirmation that the position is performing the full range of duties within the assigned area, and (iv) management approval for progression to the II level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Positions at the Administrative Assistant I level may perform some of these duties in a learning capacity.

- Performs a wide variety of routine to complex clerical and administrative duties to support departmental or divisional operations, including screening calls and visitors, composing correspondence, compiling data and records for reports, creating files, updating department websites, and preparing/processing purchase orders and invoices.
- Answers the phone and directs calls; processes incoming mail; assists the public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies and procedures; works with internal departments and external agencies to provide and receive information.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Maintains calendars and makes meeting arrangements; schedules meetings between City staff and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
- Composes, types, formats, and proofreads a wide variety of letters, documents, flyers, brochures, calendars, and memoranda; types from rough drafts, or verbal instructions; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Maintains and updates departmental record systems and specialized databases; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from systems and updates specialized databases as required.
- Gathers, assembles, updates, and distributes a variety of department or City specific information, forms, records, and data as requested.
- Prepares and maintains public information such and written newsletters and website content; creates, edits, uploads and deletes website documents such as press releases and public notices.
- Compiles information and data for administrative, statistical, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Works with management or technical staff to identify and source needed materials ensuring compliance with City procurement policy; receives costs and submits to management for approval; generates, processes and tracks purchase orders; matches invoices to purchase orders.
- Departmental assignment may include calculating, receiving, recording and processing fees and payments.
- Prepares, copies, collates, and distributes a variety of documents, including bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in departmental or central files.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Researches and participates in training courses specific to assigned area; coordinates and schedules training facilities when the City hosts or sponsors the courses.

- As assigned, may develop and/or edit City policies and procedures for review and approval by management.
- As assigned, may provide functional and technical supervision to intern or other part-time staff.
- May prepare and process payroll.
- Research, schedule and attends trainings
- Performs other duties as assigned.

When Assigned to Finance/Customer Service:

- Processes utility billing; balances and records payments; prepares and records adjustments, service orders and change orders; processes data received from meter reading devices; prepares, proofs, and adjusts billing.
- Processes accounts payable; receives and reviews invoices ensuring proper authorization and account coding; enters and proofs data entry into system; processes monthly bills; prepares contract payments in compliance with contract stipulations.
- Processes accounts receivable; balances cash receipts; enters payments and adjustments into system; maintains payment ledgers; reviews open balances and adjusts as necessary.
- Processes payroll; reviews timecards for accuracy; calculates new information and any needed adjustments; proofs and corrects data entry; prepares vouchers for payment of payroll deductions; balances data to controls, and generates payroll reports.
- Performs central finance cashiering duties; calculates, receives, records and processes payments for utility billing, licenses and taxes, accounts receivable and other City fees; operates and balances cash register.
- Monitors daily and monthly banking activities; checks account balances; verifies account activities; reconciles and balances financial transactions.
- Prepares balance sheets, month-end closing entries and other documents supporting financial reporting.
- Processes animal control licenses; assists the public in completing necessary application forms; mails applications and renewal forms; receives, records and processes payments.
- Performs account reconciliation functions; prepares journal entries; coordinates requests for incorporation of fiscal data from contracts or budget into the financial reporting system; provides support to City departments in correcting budget information.

When Assigned to Planning and Building:

- Receives and reviews building, planning and business license applications; assists the public in completing necessary application forms; verifies that documentation is complete; calculates fees; routes applications to appropriate City staff; tracks applications from submission to approval.
- Reviews, interprets and provides information to the public on applicable local, State and Federal regulations, planning and building codes, ordinances, standards and guidelines.
- Accesses, enters and updates computerized plan check information into the tracking system and provides information to the public on the status of projects and permits.
- Provides assistance to building inspection staff in locating files and permit cards to resolve discrepancies on projects; prepares and coordinates inspection data; assists in gathering data for inspection reports and investigations.
- Receives complaints from the public on code enforcement related matters; researches issues; visits sites and documents situation; prepares notices and warning letters; coordinates inspections with building inspection staff.

When Assigned to Public Works:

- Participates in maintaining logs and records: prepares necessary reports, and assists with regulatory agency reports, ensuring compliance and accuracy.
- Ensures an adequate inventory of office supplies, parts and equipment, and personal protective equipment for department employees. Researches type and sources of equipment.

When Assigned to Fleet:

- Participates in maintaining logs and records: prepares necessary reports, and assists with regulatory agency reports, ensuring compliance and accuracy.
- Ensures an adequate inventory of supplies, parts and equipment for operations. Researches type and sources of equipment.
- In coordination with management, prepares specifications for the acquisition of City vehicles and equipment.
- Configures system settings, reconciles inventory and updates pricing for fuel management and distribution system.
- Receives, reviews and processes repair orders and service requests.
- Keeps abreast of regulations concerning hazardous waste management and air quality compliance.

QUALIFICATIONS

Positions at the Administrative Assistant I level may exercise some of these knowledge, skills and abilities in a learning capacity.

Knowledge of:

- Services and operations of assigned department.
- Departmental and City policies and procedures.
- Methods and techniques of researching and compiling data for report preparation.
- Principles and practices of business correspondence development.
- Methods and techniques of developing and posting website content for assigned department.
- Business arithmetic and basic statistical techniques.
- Cash handling principles and practices.
- Methods and techniques of establishing and maintaining complex records systems.
- Modern office practices, methods, and computer equipment which may include, but is not limited to, mobile technology and electronic devices, and software programs related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Additional knowledge for the Finance and Customer Services assignment:

- Basic accounting principles and practices.
- Principles and practices of financial and statistical record-keeping.

- Principles and practices of payroll processing.
- Principles and practices of processing and recording a variety of financial transactions including accounts payable, accounts receivable and utility billing.
- Methods and techniques of preparing journal entries.
- Methods and techniques of reconciling accounts and ledgers.

Additional knowledge for Building and Planning assignment:

- Basic knowledge of City building and planning and rules and regulations as it relates to permit processing.
- Methods and techniques of calculating permit fees.
- Knowledge of documents required for processing and approving building and planning project/permit applications.
- Code enforcement rules and regulations as it relates to resolving citizen complaints.

Additional knowledge for the Public Works assignment:

- Knowledge of governmental procurement principles.
- Knowledge of sewer overflow and backup procedures and reporting requirements.

Additional knowledge for the Fleet assignment:

- Knowledge of governmental procurement principles.
- Knowledge of rules and regulations as it relates to municipal fleet operations and maintenance.

Ability to:

- Perform a variety of administrative and financial support duties in assigned department.
- Respond to and effectively prioritize multiple requests for assistance.
- Diagnose and resolve customer service related issues in a timely manner.
- Interpret and apply administrative and departmental policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Research and compile information and data for reports and related documents.
- Make accurate arithmetic computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Organize, maintain, and update office database and records systems.
- Establish and maintain complex filing systems.
- Demonstrate strong customer service skills.
- Operate modern office equipment, including computer equipment and software programs relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within established procedural guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Administrative Assistant I/II = Equivalent to the completion of twelfth (12th) grade; and

Administrative Assistant I – One (1) year of general clerical experience.

Administrative Assistant II - Two (2) years of general clerical experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Class C California Driver's License within 180 days of appointment to the position.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; some positions may be required to operate a motor vehicle and to visit various sites to conduct the City's business; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects with an average weight of 25 pounds, and up to 50 pounds with assistance from other staff members and/or the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Some positions may be assigned to maintenance facilities which are partially outdoors and are exposed to loud noise level, hot and cold temperatures, chemicals, mechanical and electrical hazards, hazardous physical substances and fumes, and animals and insects. Employees may interact with frustrated or irritated individuals in interpreting and enforcing department policies and procedures.