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## **ADMINISTRATIVE ASSISTANT I/II/III**

### **DEFINITION**

Under direction, provides clerical and administrative support to a department head, division head, section supervisor and/or supervisory and professional staff within a variety of City departments. On occasion, work may involve confidential issues and thus needs to be handled accordingly. May also perform related work as assigned. Incumbents in this classification perform administrative, technical and analytical duties within assigned program or functional area(s) of a City department.

### **CLASS CHARACTERISTICS**

**Administrative Assistant I:** This is the entry-level class in the Administrative Assistant series. Incumbents in this class perform the more routine administrative work while learning city and departmental procedures. This position requires a degree of general administrative experience. Incumbents are responsible to apply knowledge of administrative principles and practices to a variety of assignments. Full-time incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher class.

**Administrative Assistant II:** This is the journey-level class in the Administrative Assistant series. This class is distinguished from other office support classes by the level of clerical and administrative support duties that are provided for a designated department head, division head, section supervisor and/or supervisory and professional staff within a variety of City departments. The duties require the frequent use of tact, discretion, independent judgement and initiative. Full-time incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher class.

**Administrative Assistant III:** This is the lead-level class in the Administrative Assistant series. Under general supervision, may provide lead direction and training to a small group of Administrative Assistants and Office Specialists; provides difficult and/or specialized office support to a designated department head, division head, section supervisor and/or supervisory and professional staff within a variety of City departments; and performs related work as assigned. This position is distinguished from the Administrative Assistant II class by the high degree of independence, level of responsibility, the greater complexity of assignments received, and its possible supervisory nature. Incumbents exercise a high degree of responsibility for administrative research and analysis and provide recommendations to department heads, section supervisors and/or supervisory and professional staff within a variety of City departments.

## ADMINISTRATIVE ASSISTANT I/II/III

### EXAMPLES OF DUTIES

#### *Administrative Assistant I:*

- Receives and screens visitors and telephone calls, providing factual information which may require the interpretation of City policies and procedures; takes messages or refers the caller to the proper person.
- Researches and compiles a variety of informational materials from sources both inside and outside the office; opens and sorts mail and attaches pertinent back-up materials.
- Types drafts and a wide variety of finished documents from brief instructions, or prepared materials; may use word processing equipment and input or retrieve data or prepare reports using an on-line or personal computer system; initiates specified correspondence independently for signature by appropriate management, supervisory or professional staff.
- Reviews finished materials for completeness, accuracy, format, compliance with City policies and procedures, and appropriate English usage, including spelling, grammar, and punctuation; organizes and maintains various office files.
- Follows up on projects, transmits information and keeps informed of unit activities; schedules and arranges for meetings; organizes own work, sets priorities and meets critical deadlines.
- Reviews and prepares time records for submission to payroll; maintains records of daily activities for section or division reporting man hours worked, overtime and industrial or other leave.
- Prepares purchase requisitions and maintains records of purchase.

#### *Administrative Assistant II:*

- Provides varied complex, responsible and confidential administrative assistance for a designated department head, division head, section supervisor and/or supervisory and professional staff within a variety of City departments, including personnel evaluations and notices of disciplinary action.
- Receives and screens telephone calls and visitors to provide information which may require the interpretation of City policies and procedures; takes messages and resolves complaints.
- Organizes and maintains general and confidential files.
- Researches and compiles a variety of informational materials from sources both inside and outside the office; opens and sorts mail and attaches pertinent back-up materials.

## **ADMINISTRATIVE ASSISTANT I/II/III**

### **Administrative Assistant II: (continued)**

- Reviews finished materials for completeness, accuracy, format, compliance with City policies and procedures, and appropriate English usage, including spelling, grammar, and punctuation; organizes and maintains various office files both general and confidential.
- Types drafts and a wide variety of finished documents from brief instructions, or prepared materials; may use word processing equipment and input or retrieve data or prepare reports using an on-line or personal computer system; initiates specified correspondence independently for signature by appropriate management, supervisory or professional staff.
- Follows up on projects, transmits information, and keeps informed of department activities, schedules and arranges for meetings; organizes own work, sets priorities and meets critical deadlines.
- Makes travel arrangements; maintains appointment schedules and calendars.
- Prepares purchase requisitions and maintains records of purchase.
- Help organize, set-up, and attend variety of meetings with City staff, contractors, vendors, representatives of other governmental and/or regulatory, agencies and the public, to identify, discuss and/or resolve problems.

### **Administrative Assistant III:**

- May provide lead direction, training and review of work of those in the Office Specialist and Administrative Assistant series.
- Coordinates purchasing and supply ordering activities; contacts vendors; obtains the best terms and prices; arranges for delivery; and processes paperwork for payment.
- Arranges for the maintenance and repair of facilities and equipment; follows up to ensure that repairs have been completed.
- Prepares policies and procedures for department use; disseminates such procedures and instructs others in their use.
- Coordinates the issuance of permits for use of various City facilities; may arrange for staff coverage for specified events.
- Interprets departmental and/or program rules, policies, and procedures for others; recommends improvements to policies and procedures.
- Prepares a variety of written reports and correspondence regarding department or program activities, policies, procedures and/or services; maintains records and files.

## **ADMINISTRATIVE ASSISTANT I/II/III**

### **Administrative Assistant III:(continued)**

- May assist in the development and administration of the annual program and/or departmental budget; analyzes requests and prepares cost figures; determines the reason for variances.
- May provide general administrative support to departmental and/or program staff in such areas as payroll, contract administration, and production and distributions of written and promotional materials.
- May attend a variety of meetings with City staff, contractors, vendors, representatives of other governmental and/or regulatory agencies and the public, to identify, discuss and/or resolve problems.
- May attend and participate in professional group meetings to maintain knowledge of developing trends and/or innovations in assigned program area.
- Participates in various studies by collecting, monitoring, and analyzing data; performs analysis of issues affecting program; assists in developing recommendations, improvements, and/or modifications to policies and procedures to enhance program and administrative effectiveness.
- Assists in preparing requests for proposals and contractual agreements.
- Perform related duties as assigned.

## **QUALIFICATIONS**

### **Administrative Assistant I**

#### **Knowledge of:**

Standard office administrative and secretarial practices and procedures, including business letter writing; the operation of common office equipment, including but not limited to a word processor and personal computer; record keeping, report preparation, and filing methods; correct English usage, including spelling, grammar, punctuation, and vocabulary; standard business arithmetic.

#### **Ability to:**

Provide varied secretarial and office administrative assistance to a designated department head, division head, section supervisor and/or supervisory and professional staff within a variety of City departments; use initiative and independent judgment within established guidelines; establish and maintain effective working relationships with those contacted in the course of the work; compose correspondence independently or from brief instruction; type at a rate of 50 net words per minute from printed copy; organize work, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.

## **ADMINISTRATIVE ASSISTANT I/II/III**

### **Administrative Assistant I:(continued)**

#### **Education**

A sufficient combination of work experience, training and/or education which demonstrates possession of and competency in requisite knowledge, skills and abilities such as an Associates degree from an accredited college or university.

#### **Experience**

2-4 years of increasingly responsible general clerical or Administrative Assistant experience. Municipal government experience is preferred, but not required.

### **Administrative Assistant II**

#### **Knowledge of:**

Standard office administrative and secretarial practices and procedures, including business letter writing; the operation of common office equipment, including but not limited to a word processor and personal computer. Incumbent may be required to learn and use specific software. The incumbent must also have knowledge of general and confidential record keeping, report preparation, and filing methods; correct English usage, including spelling, grammar, punctuation, and vocabulary; standard business arithmetic.

#### **Ability to:**

Provide varied secretarial and office administrative assistance to a designated department head, division head, section supervisor and/or supervisory and professional staff within a variety of City departments; appropriately recognize and handle materials which are sensitive and confidential in nature; use initiative and independent judgement within established guidelines; establish and maintain effective working relationships with those contacted in the course of the work; compose correspondence independently or from brief instruction; type at a rate of 50 net words per minute from printed copy; organize work, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.

#### **Education**

A sufficient combination of work experience, training and/or education which demonstrates possession of and competency in requisite knowledge, skills and abilities such as an Associates degree from an accredited college or university.

#### **Experience**

3 - 5 years of increasingly responsible general clerical or Administrative Assistant experience. Municipal government experience is preferred, but not required.

### **Administrative Assistant III**

#### **Knowledge of:**

Basic supervisory principles and practices if needed; office administrative principles and practices, including basic organization principles; basic budgetary principles; functional activities common to a municipal government; analytical principles and record keeping practices; basic purchasing techniques.

## **ADMINISTRATIVE ASSISTANT I/II/III**

### **Administrative Assistant III: (continued)**

#### **Ability to:**

Plan, assign and review the work of others if needed; train others in work procedures if needed; organize and prioritize work activities if needed; analyze problems, evaluate alternatives and make sound recommendations; communicate effectively, both orally and in writing; prepare clear and concise reports; develop and maintain effective working relationships with those contacted in the course of the work; interpret rules, regulations, policies and procedures; maintain accurate records; work independently, maintain attention to detail, and coordinate several projects concurrently; perform data collection and analysis.

#### **Education**

A sufficient combination of work experience, training and/or education which demonstrates possession of and competency in requisite knowledge, skills and abilities such as a Bachelor's degree in business or general administration, or a closely related field from an accredited college of university.

#### **Experience**

3 - 5 years or more of increasingly responsible general clerical or Administrative Assistant experience. Municipal government experience is preferred, but not required.

#### **OTHER REQUIREMENTS**

Possession of a California Driver's license with a satisfactory driving record.

#### **ADVANCEMENT PROCEDURES**

Employees seeking promotion in the clerical series from one grade to another outside the normal progression, shall first apply for such promotion with their immediate supervisor. The supervisor shall either accept the request or provide the employee a list of goals and objectives that would make a positive response possible. Should the employee be unsuccessful in this request, he or she may appeal the decision to their department head. An employee may make a final appeal to the City Manager. The City shall make timely responses to all requests and appeals.