



April 2014

FLSA: EXEMPT

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of advanced administrative support duties of considerable complexity requiring thorough knowledge of the assigned department, its procedures, and operational details; provides administrative support to the department head and professional staff, including handling sensitive material; composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry, and typing; provides information to the public and staff requiring knowledge of department services, policies, and procedures; provides assistance for a wide variety of assignments related to administration of budgets, contracts, research projects, and department programs; provides office coordination and support; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned managerial personnel. May exercise technical and functional direction over assigned administrative support staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the administrative support series. Incumbents at this level are capable of performing advanced and complex administrative and office support duties, including taking and transcribing meeting minutes, providing overall department office coordination and management, and assisting in department-related projects and programs. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This class is distinguished from the Executive Assistant in that the latter is a one-position specialized class that provides complex and confidential administrative support to the City Manager's office, including the City Manager, Mayor, and City Council.

EXAMPLES OF ESSENTIAL 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.

- Provides administrative support to a department head and managers by assisting with duties of an advanced, complex, and sensitive nature; represents the department at meetings; acts as a liaison between the department head and other staff or the public, coordinating resolutions when appropriate.
- Supervises and trains assigned subordinates to ensure office work flow is maintained and office goals are met; assigns work according to changes in workload priorities; evaluates office and administrative functions to recommend changes in office procedures; may evaluate the work performance of staff.
- Performs various financial and accounting related duties, including receiving payments and reconciling

them with purchasing orders, tracking vendor and invoice information, assisting with bid requests, price quotes, purchase and expenditure requests, and purchase orders.

- Maintains calendars for department executives and managers; schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as meeting secretary including posting required public notices, preparing agendas and informational packets, setting up the room, and taking and transcribing minutes for assigned boards and commissions.
- Assists or administers department projects and/or programs as assigned by the department head; provides assistance to department staff in various research and department-related projects; assembles a variety of data and conducts special studies as directed.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, statistical and analytical reports, and correspondence for department staff from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts; assists with displays of exhibits and the preparation of computer graphics.
- Provides information to the public including contractors and vendors by phone or in person to ensure contract compliance and an understanding of department and City policies and procedures; listens to questions and explains procedures according to existing guidelines; responds to citizen and staff inquiries and complaints; refers citizens to the appropriate department source; coordinates or resolves problems of a moderate nature when appropriate.
- Designs and implements computerized and manual file, index, tracking, and record keeping systems; researches records within areas of assigned responsibility; prepares a variety of statistical and narrative reports; provides follow-up information to customer and staff inquiries.
- Maintains the City's and the assigned department's website; plans and implements web content; designs department-specific web pages; works with other departmental staff regarding web content and making relevant resources available to the public.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
- May perform all duties of the Department Assistant I and II.
- Performs duties of a disaster services worker in event of an emergency.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Practices and methods of office management and administration, including the use of standard office equipment.
- Basic principles and practices of supervision and training.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Applicable Federal, State, and local laws, codes, regulations, and policies, technical processes, and procedures related to the department to which assigned.
- Principles and procedures of financial record keeping and reporting, basic accounts payable, and purchasing.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic, financial, and statistical techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Interpret, apply, and explain applicable Federal, State, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and departmental policies and procedures.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Participate in the preparation of department budget, including gathering and analyzing data related to expenditures and projected charges and monitoring budget expenditures and revenues.
- Supervise and train assigned staff.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious 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:

Equivalent to the completion of the twelfth (12th) grade and five (5) years of varied administrative support experience preferably involving some public contact or two (2) years of experience equivalent to Department Assistant II at the City of Coachella.

Licenses and Certifications:

Possession of a valid California class C driver's license with satisfactory driving record and automobile insurance.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas will 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 weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

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.