
ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, provides a variety of responsible office, administrative, secretarial and clerical support to an assigned department, which may include word processing, data entry and organization, permit issuance, processing of invoices, record keeping, report preparation, telephone and front desk reception, and filing; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Incumbents are expected to perform a wide variety of administrative and office support duties with only occasional instruction or assistance. Adequate performance at this level requires the knowledge of departmental or office procedures and precedents and the ability to choose among alternatives in solving many problems.

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 typical job functions.

- Performs a wide variety of clerical and administrative duties to support departmental or program operations, including filing, preparing records and monthly reports, processing permit applications and issuing permits, creating project files, and preparing and processing invoices.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- 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.
- Prepares, copies, collates, and distributes a variety of documents, including agendas, bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in departmental or central files.
- Acts as a receptionist, including screening calls, visitors, and incoming mail; assists the public at the reception/front desk and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public; directs callers to appropriate District staff as necessary.
- Composes, types, formats, and proofreads a wide variety of routine and complex reports, letters, documents, flyers, brochures, calendars, and memoranda; types from rough drafts or verbal instructions; checks drafts for punctuation, spelling, and grammar; suggests corrections.

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- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Compiles information and data for administrative, statistical, legal, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- 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 specialized databases as required.
- Attends and acts as meeting and/or committee secretary including preparing agendas and informational packets and taking and transcribing minutes for assigned committees and commissions.
- Coordinates travel arrangements and accommodations for department staff and submits all related paperwork; maintains calendars and makes meeting arrangements; schedules meetings between District staff and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
- Gathers, assembles, updates, and distributes a variety of department or District specific information, forms, records, and data as requested.
- Assists with assigned department projects and/or programs as assigned by management staff; provides assistance to department staff in various research and department-related projects.
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials; receives vendor invoices; prepares payment requests for management approval.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing and spreadsheet applications.
- Principles and procedures of record keeping and reporting.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Techniques for providing a high level of customer service to public and Authority staff, in person and over the telephone.

Ability to:

- Perform responsible secretarial and clerical support work with accuracy and speed requiring the use of tact and discretion.
- Learn and understand the organization and operation of the Authority to assume assigned responsibilities.
- Learn administrative and departmental policies and procedures.

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- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- 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 own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and software applications programs.
- Use English effectively to communicate in person, over the telephone or radio, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Demonstrate sensitivity to and understanding of the diverse socioeconomic, cultural, physical and cognitive ability, and ethnic backgrounds of individuals encountered in the execution of Authority services and mission.
- 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:

Equivalent to the completion of twelfth (12th) grade and three (3) years of responsible general office support experience.

Licenses and Certifications:

- May require possession of a valid California Driver's License.
- May require Notary license conditional to specific department needs.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, 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 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 staff and/or public and private representatives on sensitive issues and in interpreting and enforcing departmental policies and procedures.

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FORM 700: No