

ADMINISTRATIVE ASSISTANT I/II/III

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, performs a variety of secretarial, advanced clerical, and routine administrative and programmatic work of a general or specialized nature in support of assigned programs, division, or department; relieves assigned staff of clearly defined and delegated administrative or technical detail; and provides information and assistance to other City staff and the general public regarding assigned programs, policies, and procedures.

DISTINGUISHING CHARACTERISTICS

Administrative Assistant I – This is the entry level class in the Administrative Assistant series providing responsible and difficult clerical and secretarial duties of a general and specialized nature in support of the assigned department, division, or program area. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Administrative Assistant II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and/or fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the “II” level is based on performing the full range of journey level duties, demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory or management staff.

Administrative Assistant II – This is the journey level class within the Administrative Assistant series performing the full range of responsible and difficult clerical and secretarial duties of a general and specialized nature with only occasional instruction or assistance. Positions at this level are distinguished from the Administrative Assistant I level by the performance of the full range of duties as assigned, working independently, applying well developed secretarial and office support knowledge, and exercising judgment and initiative. Assigned work requires the use of judgment in selecting appropriate procedures, conducting transactions with customers and the public, and solving routine and non-routine problems based on knowledge gained through experience. 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. Work is normally reviewed only on completion and for overall results. Positions in this class series are flexibly staffed and positions at the Administrative Assistant II level are normally filled by advancement from the Administrative Assistant I level.

Administrative Assistant III – This is the advanced journey level class of this series and may include lead-level responsibility for Administrative Assistant I and II positions. This class is distinguished from Administrative Assistant I and II by the performance of complex technical assignments or program responsibility, and from Senior Administrative Assistant, which is the first-line supervisory level.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a wide variety of secretarial, advanced clerical, and routine administrative and programmatic work of a general or specialized nature in support of assigned programs, division, or department; relieve supervisor of administrative work including investigating and

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answering complaints and providing assistance in resolving operational and administrative problems.

2. Type, word process, format, edit, revise, proofread, and process a variety of documents and forms including reports, correspondence, memoranda, agenda items and reports, agreements, technical and statistical charts and tables, and other specialized and technical materials from rough draft dictation, modified standard format, and brief verbal instructions; develop, revise, and maintain standardized and master documents; compose correspondence and other documents.
3. Screen office calls, visitors, and mail; provide information and assistance including responding to requests for information and assistance; research information related to City regulations and office policies; refer callers to proper authority; assists the public and other City staff in interpreting and applying City policies, procedures, codes, and ordinances; may sort and distribute mail.
4. Maintain calendar of activities, meetings, and various events for assigned staff; coordinate activities and meetings with other City departments, the public, and outside agencies; coordinate and arrange special events as assigned.
5. Coordinate, make, process, and confirm staff travel arrangements; arrange for transportation and accommodations for travel; check and process expense claims.
6. Verify and review materials, applications, records, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, and reports; provide information and forms to the public; collect and process appropriate information.
7. Maintain accurate and up-to-date office files, records, and logs for assigned areas; develop, prepare, and monitor various logs, accounts, and files for current and accurate information including manual and computer logs of documents processed.
8. Compile, prepare, and enter data into a computer from various sources including accounting, statistical, and related documents; create and maintain computer based tracking information and reports including assigned databases, records, and lists; create standard statistical spreadsheets; input corrections and updates; verify data for accuracy and completeness.
9. Perform a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintain a variety of accounting records, logs, and files; verify, balance, and adjust accounting records.
10. Participate with special projects as assigned; assist in planning, coordinating and implementing assigned programs and events; assist in monitoring assigned programs.
11. Participate in the collection and compilation of information from various sources on a variety of specialized topics related to assigned programs; participate in the preparation of reports and various other documents.
12. Assist in assembling and preparing the annual budget for area of assignment; monitor expenditures against budget; prepare purchase requisitions and requests for payment.
13. Recommend improvements in work flow, procedure and use of equipment and forms; implement improvements as approved; develop and revise office forms and report formats as required.

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14. Ensure that all required supplies are available as needed and that the facility and equipment are in proper working order; maintain and order office supplies; prepare purchase requisitions; receive invoices and checks for accuracy; process payments.
15. Operate a variety of office equipment including a computer, copier, facsimile machine, and adding machine.
16. Utilize various computer applications and software packages; develop, enter data, maintain, and generate reports from a database or network system; maintain, and utilize data to develop reports using spreadsheet software; create, format, and revise charts, graphs, flowcharts, worksheets, booklets, brochures, and forms using word processing software.
17. As assigned, arrange and coordinate meetings; assist in preparing and distributing agenda packets and correspondence; attend meetings and take, transcribe, and assure proper distribution of minutes and verbatim transcripts.
18. May provide lead supervision to lower level clerical staff; review work for accuracy and completeness.
19. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Basic principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles and practices of sound business communication.
- Principles of business letter writing and basic report preparation.
- Records management principles and procedures including record keeping and filing principles and practices.
- Basic accounting principles and practices.
- Basic principles and practices of budget preparation and administration.
- Methods and techniques of proper phone etiquette.
- Mathematical principles.
- English usage, spelling, grammar, and punctuation.
- Customer service and public relations methods and techniques.
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Ability to:

- Perform a variety of responsible and difficult clerical and secretarial duties and activities of a general and specialized nature in support of the assigned department, division, or program area.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

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- Type or enter data accurately at net 50 words per minute.
- Interpret and apply applicable federal, state, and local laws, codes, regulations, and procedures.
- Participate in researching, compiling, analyzing, and interpreting data.
- Participate in the preparation of a variety of administrative and financial reports.
- Establish and maintain a variety of specialized files and records.
- Independently prepare correspondence and memoranda from brief instructions.
- Perform routine mathematical calculations.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and deadlines.
- Understand and carry out oral and written directions.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies.
- Utilize public relations techniques in responding to inquiries and complaints.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Administrative Assistant I

Education/Training:

Equivalent of the completion of the twelfth grade. Additional specialized or college level course work in secretarial science, office procedures, business administration, or a related field is desirable.

Experience:

One year of responsible clerical, secretarial, and office administrative support experience.

Administrative Assistant II

Education/Training:

Equivalent of the completion of the twelfth grade. Additional specialized or college level course work in secretarial science, office procedures, business administration, or a related field is desirable.

Experience:

Three years of increasingly responsible clerical, secretarial, and office administrative support experience including two years of experience at a level comparable to a Administrative Assistant I with the City of Antioch.

Administrative Assistant III

Education/Training:

Equivalent of the completion of the twelfth grade. Additional specialized or college level course work in secretarial science, office procedures, business administration, or a related field is desirable.

Experience:

Five years of increasingly responsible clerical, secretarial, and office administrative support experience including two years of experience at a level comparable to a Administrative Assistant II with the City of Antioch.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

FLSA: Non-Exempt

Created: September 1989

Revised: December 2003; September 2013; June 2014

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.