

ADMINISTRATIVE ASSISTANT I

DEFINITION

Under direct supervision, performs a variety of routine office support and clerical duties of requiring general knowledge of the department/division, its procedures, and operational details; provides administrative support to management and departmental staff; composes and prepares basic correspondence using templates or forms; performs routine word processing, data entry, and typing; provides information to the public and staff; provides assistance for a variety of assignments related to department programs; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the entry-level class in the administrative assistant series.

Initially under more immediate supervision, incumbents with general office support experience perform work such as customer service at the front counter and over the phone; assistance to the general public with program requirements, policies, procedures, and eligibility questions; document preparation and completion; file and records maintenance; data entry; and screening phone calls, visitors, and mail, and directing questions to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence until employees are fully trained in all procedures related to the assigned area(s) of responsibility, working with a basic degree of independent judgment, tact, and initiative within clearly defined work procedures and standards. This class is distinguished from Administrative Assistant II in that the latter performs a broader range and more complex office support and administrative duties, typically including routine financial and/or budgetary responsibilities² and/or a specialized function related to the area of assignment, program, or department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights 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 managers and departmental staff by assisting with duties of a routine meetings; acts as a liaison between management and other staff or the public, assisting in coordinating resolutions.
- Schedules meetings, seminars, conferences, and training sessions for department staff; arranges for necessary set-up and materials to be available at meetings.
- Assists assigned projects and/or programs; provides assistance to department staff with various department/division-related projects.

- Researches, compiles, and organizes information and data from various sources on a variety of topics; checks and tabulates standard mathematical or statistical data; assembles reports, articles, announcements, and other informational materials.
- Types and proofreads a variety of routine documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department staff from rough draft, handwritten copy, or from other material using a computer; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; suggests corrections.
- Processes documentation and records, such as department timesheets, requests for payments, purchase orders, invoices, and mailing lists for public hearing items.
- Screens calls, visitors, and incoming mail; provides information to the public, including contractors and vendors, by phone or in person to ensure an understanding of department and Town policies and procedures; listens to questions and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; responds to citizen and staff inquiries and complaints regarding basic matters; refers citizens to the appropriate department source; coordinates or resolves problems of a routine nature when appropriate.
- Develops and implements file, index, tracking, and record keeping systems; researches records within areas of assigned responsibility to assemble reports and provides follow-up information to customer and staff inquiries.
- Monitors and orders office and other related supplies; receives vendor invoices; prepares request for payment for department head approval.
- 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.
- Creates a variety of publications including flyers, posters, media releases, etc. using templates publicizing Town activities and programs.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected Town Council and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Basic business letter writing and the standard format for reports and correspondence.
- Principles and practices of data compilation and report assembly.
- Computer applications related to the work, including word processing and spreadsheet applications.
- Basic business mathematics.
- Record keeping principles and procedures.
- 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 Town staff.

Ability to:

- Perform routine administrative and clerical support work with accuracy, speed, and direct supervision.
- Provide office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Apply and explain administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Review and format correspondence and reports.
- Make accurate mathematical 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 modern office equipment including computer equipment and standard 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 and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of the 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 at least one (1) year of administrative or clerical support experience.

Licenses and Certifications:

Valid California Class C Driver's License and possession of a satisfactory driving record.

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 and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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 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.

WORKING CONDITIONS

Attend night meetings in support of Commissions and/or Town Council.
Work weekends as needed for special meetings or events.

DISASTER SERVICE WORKER

All Town employees are, by State and Federal law, Disaster Service Workers. The roles and responsibilities for Disaster Service Workers are authorized by the California Emergency Services Act and are defined in the California Labor Code. In the event of a declaration of emergency, any employee of the Town may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. Such assignments may require service at locations, times, and under conditions that are significantly different from the normal work assignments and may continue into the recovery phase of the emergency. If a "Local Emergency" is declared during the employee's shift, the employee will be expected to remain at work due to the emergency needs of the community. If a "Local Emergency" is declared outside of the employee's shift, the employee must make every effort to contact his/her direct supervisor or department head to obtain reporting instructions as a Disaster Service Worker.