

ADMINISTRATIVE ASSISTANT II

DEFINITION

Under general supervision, performs a variety of administrative, secretarial, and office support duties of considerable complexity requiring thorough knowledge of the department/division, its procedures, and operational details; provides administrative support to management and departmental staff; 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; provides assistance for a wide variety of assignments related to administration of budgets, contracts, research projects, and department programs; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. May provide oversight and training to less experienced administrative support staff.

CLASS CHARACTERISTICS

This is the journey-level class in the administrative assistant series. Incumbents at this level are capable of performing the full range of administrative and office support duties, including document preparation, records management, researching, compiling, and organizing information from various sources, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. 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. Successful performance of the work requires the use of tact, discretion, and independent judgment as well as knowledge of the assigned departments or division's processes, policies, and procedures. This class is distinguished from the Administrative Assistant III in that the latter performs more specialized and technical tasks requiring additional training and/or experience and may provide direction to lower-level office and other support staff.

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 to complex nature, including preparing and editing agenda items for Town Council or Planning Commission meetings; acts as a liaison between management and other staff or the public, coordinating resolutions when appropriate.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; maintains calendars and makes meeting arrangements; arranges for necessary set-up and materials to be available at meetings; acts as meeting and/or committee secretary, including preparing agendas and informational packets, setting up the room, and taking and transcribing minutes for assigned council or committee meetings.

- Assists or administers assigned projects and/or programs; provides assistance to department staff in various research and department/division-related projects.
- Researches, compiles, and organizes information and data from various sources on a variety of specialized topics; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Composes, types, edits, and proofreads a variety of routine to complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department staff from rough draft, dictation equipment, handwritten copy, verbal instructions, 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; makes or suggests corrections.
- Prepares and processes documentation and records, such as department payroll, requests for payments, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements, drafts of hearing notices, draft resolutions, notices of determination, 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 contract compliance and an understanding of department and Town policies and procedures; listens to questions and interprets and applies regulations, policies, procedures, systems, rules, and precedents 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.
- Develops and implements file, index, tracking, and record keeping systems; researches records within areas of assigned responsibility to prepare 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.
- Acts as a department representative within community groups to relay or obtain relevant information regarding departmental activities.
- Coordinates and integrates department services and activities with other Town departments and outside agencies.
- 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. publicizing Town activities and programs. Creates and maintains websites to promote agency programs and activities as well as utilizing a variety of social media to reach the community promoting various agency and departmental programs.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- 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.

- 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, web design, database, and spreadsheet applications.
- Business mathematics and basic statistical techniques.
- 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 responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible 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.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, 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 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 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 supplemented by college-level coursework and/or technical training in secretarial science and/or office administrative support and at least three (3) years of responsible administrative support experience. Additional specialized secretarial or clerical training is desirable.

Licenses and Certifications:

Valid California Class C Driver's License and possession of a satisfactory driving record.
Possession of current First Aid and CPR certifications.

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.