

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, provides secretarial and administrative services in support of department operations; performs a variety of complex clerical duties involving the use of tape transcription and/or stenography, typing composition, records management, organization and office management skills; performs related duties as required.

REPRESENTATIVE DUTIES

The duties listed below are examples of the work typically performed by employees in this class. An employee may not be assigned all duties listed. Marginal duties are those which non-essential functions for this class.

1. Gathers and assembles background information and materials; researches, compiles, and evaluates information for special projects; extracts and condenses information from file records and other materials; prepares graphs, displays exhibits.
2. Screens telephone calls; furnishes information requests; resolves problems and complaints; refers calls when appropriate; arranges and schedules appointments, meeting and conferences; maintains confidentiality of sensitive information.
3. Maintains a variety of files and records; prepares a variety of correspondence, reports and other documents; works with confidential information; composes responses to inquiries in accordance with established operating procedures; develops and maintains logs and other information tracking systems.
4. Operates a variety of office equipment used in the preparation, copying, transmittal, and storage of information.
5. Maintains logs, account balances, interdepartmental ledgers, general financial record keeping, bookkeeping or internal referencing systems; may maintain department/division inventory.
6. Takes and transcribes notes; performs tape transcription and may take dictation; prepares minutes of public hearing or meetings of City boards, commissions, committees, and/or authorities; distributes information and conducts follow-up.
7. Prepares a variety of documents including purchase requisitions, payroll and personnel transactions; maintains employee time records; performs arithmetical calculations; researches, compiles and tabulates data; may supervise the work of other clerical support staff in the preparation, processing, and retention of materials.
8. May handle money, issue receipts and balance daily cash received by others; maintains record of registrations.

EMPLOYMENT STANDARDS

Education and/or Experience

Three years of clerical experience including typing, computer operations, tape transcription and/or shorthand, or any combination of training and experience that provides the desired knowledge and abilities.

Knowledge of:

Secretarial and office methods, procedures, and techniques including filing systems, business correspondence, report writing and correct English usage; policies, procedures and administrative structure; the functions and clerical operations of a managerial/administrative office.

Skill in:

Office equipment operation including a typing skill of no less than 50 wpm and strong computer skills, including a moderate knowledge of Microsoft Office.

Ability to:

Take minutes; synthesize conference type discussions and condense information; follow verbal and written directions; learn and apply technical procedures involving codes, specialized vocabulary, legal forms, and organization of data; proofread and edit documents for the correct spelling, punctuation, and grammar; organize and index documents; operate word processing and transcription equipment; use a computer; type at the predetermined rate; organize complex filing systems; establish and maintain effective working relationships with superior, peers, subordinates and the general public; communicate effectively, both verbally and in writing; exercise tact and discretion in dealing with the public and the handling of sensitive information; maintain confidentiality; develop and compose correspondence and routine reports and maintain documents and materials; understand and follow verbal and written instructions.

Special Requirements

Possession or ability to obtain a California Driver's License may be required. Candidates seeking a position in the Police Department must be able to pass an extensive background check.

Physical Demands

Strength, dexterity, coordination and vision to use a keyboard and computer for long periods of time; dexterity and coordination to handle files weighing up to 25 lbs.; Moving from place to place within an office; some reaching for items above and below desk level.

WORKING CONDITIONS

Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise; daily use of a computer; periodic contact with angry and upset individuals.

Date Adopted: August 6, 1996

Amended: October 7, 1997

Amended: May 3, 2017

Amended: December 19, 2023