



**DECEMBER 2014  
FLSA: NON-EXEMPT**

## **ADMINISTRATIVE ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of administrative and office support duties of considerable complexity; provides support to department heads and related management, professional, and supervisory staff; performs technical support work related to the departments to which assigned; may provide functional direction and/or training to office support staff on a project or day-to-day basis; provides information to the public and staff; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned departmental head(s). Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

Incumbents perform complex administrative and office support duties, including taking and transcribing meeting minutes and assisting in department-related projects and programs. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This class is distinguished from the Administrative Services Technician in that the latter is responsible for complex and specialized technical work, which requires a higher level of discretion and independent decision-making.

### **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.*

- Verifies and reviews forms, applications, 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.
- Collects and accounts for fees and other monies collected; issues permits or licenses following standard procedures.
- Organizes and carries out administrative assignments; researches, compiles, logs and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares, updates and assembles a variety of periodic and special narrative reports, manuals, articles, announcements, and other informational materials.
- Composes, edits, and proofreads a variety of complex documents, including applications, forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department staff from rough draft, 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.
- Provides a variety of support to City commissions or committees; prepares and distributes agenda packets; arranges for necessary set-up and materials to be available at meetings; attends meetings, acts as meeting and/or committee secretary, prepares minutes; follows-up on decisions as required.
  - Maintains a calendar and coordinates the schedule of department staff with other City management staff, representatives of other organizations, and the public; makes travel arrangements as required.
  - Prepares, processes, and tracks forms, and records, requests for payments, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements, and mailing lists for public hearing items.
  - Monitors and orders office and other related supplies.
  - Screens calls, visitors, and incoming mail; receives and responds to calls received or directs to proper department; provides information to the public, including contractors and vendors, by phone or in person to ensure contract compliance and an understanding of department and City 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.
  - Coordinates and integrates department services and activities with other City 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.
  - Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and function of public agencies, including the role of an elected City Council and appointed boards, commissions and committees.
- 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.
- Computer applications related to the work, including web, word processing, database, and spreadsheet applications.
- Record keeping principles and practices.
- Business mathematics and basic statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Basic supervisory principles and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

**Ability to:**

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Perform basic research and preparing reports and recommendations.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment within established policy and procedural guidelines.
- Operate modern office equipment including computer equipment and specialized software applications programs including word processing at a speed of 50 words per minute from printed copy.
- 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.
- 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 the twelfth (12<sup>th</sup>) grade supplemented by applicable college-level coursework and/or technical training in secretarial science and/or office administrative support and two (2) years of responsible office administrative experience. Possession of Associates of Arts degree from a business or community college in an appropriate curriculum is desirable and may be substituted for the experience on a year-for-year basis.

**Licenses and Certifications:**

May require a valid California class C driver's license and 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.

**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 challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

*The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*