

Administrative Assistant Job Description

Job Family	Administrative
Bargaining Unit:	*SEIU
FLSA Status:	Non-exempt

General Summary

Under general supervision, the positions in this class perform a full range of routine to complex administrative and secretarial support for City Department Directors or City Manager. Coordinates the administrative activities of the department, program or functional area assigned.

Essential Functions

Administrative Assistants provide diverse and confidential administrative, secretarial, and support services, interact with internal and external customers, public, vendors and other individuals; may lead, direct, or supervise other clerical support staff; and performs other duties as assigned. Incumbents may participate in broad Citywide issues and interact with elected officials, representatives of industry, community, or professional groups.

Positions in this class may also be assigned to perform administrative and technical support duties for the Police Department and/or Municipal Court operations. The work performed for the Police Department or municipal court operations requires detailed knowledge of program area(s) and a broad general knowledge of police or court operations, policies and procedures. The ability to perform the work with a high degree of accuracy and to prepare and maintain confidential records, correspondence and reports is also required.

Typical Duties/Examples of Work

The following duties are a representative sample of the level of responsibilities, but do not include all of the duties of a similar complexity and responsibility, which may be assigned, to a position in this class.

- Provides administrative support for various meetings, including arranging meeting locations and accommodations, development of notices or agendas, and preparation or coordination of informational materials. May prepare, organize and distribute agenda and staff report material for City Council, commissions, boards and/or other public meetings; may attend meetings to take and transcribe minutes. May also provide support services follow-up on items as requested or directed.
- May lead, direct and supervise lower level administrative/clerical staff, including prioritizing and coordinating work assignments, tasks and activities, review work for accuracy, recommend improvements in work flow, and may conduct performance evaluation, recruitment, hiring and discipline.
- Type and proofread a wide variety of regular, confidential, and/or case-sensitive reports, presentations, manuals, technical reports, memoranda, public announcements, flyers and/or statistical charts; type from rough draft, verbal instructions or transcribe machine recordings; and compose correspondence related to assigned responsibilities.
- Process applications, forms, notices, permits, billings and purchase orders. Organize and maintain files, logs, records, and related filing systems within specific program area of assignment. May conduct reviews/research and recommend action and draft findings, or prepare technical summary reports.

- Prepare and submit periodic routine subject matter reports
- Receive and respond to in-person and telephone inquiries and requests from the public and other staff on issues or matters related to specific program area of assignment. Provides information and handles issues that may require sensitivity; conducts review or research, and refers the request or issue to appropriate staff, as applicable.
- Attends to a variety of office administrative details; develops, implements or maintains operational, administrative, program, personnel, and other policies and procedures.
- Operate a variety of office equipment including a computer; input and retrieve data and text; organize and maintain disc storage and filing.
- Operate a two-way radio to communicate with and assist police officers or City field personnel to respond to calls for service
- When assigned to Municipal Court, act as Court Clerk; maintain record of proceedings; prepare correspondence, notices, orders to appear, subpoenas and other court documents; arrange fine payment schedules when necessary, track and report payments; maintain Court files and records
- Provide services of a Notary Public.
- Website management

Mandatory Qualifications

High School diploma or GED and three years of experience in general office practices and/or management support, including operation of computers and application of word processing, and spreadsheet programs. Assignment to the Police and/or Municipal Court also requires a record free of any conviction for a felony punishable by more than one year in jail or a conviction for unlawful possession or delivery of a narcotic or other controlled substance.

Desirable Qualifications

Knowledge of municipal government practices. Experience with the use and application of database programs. Experience with bookkeeping/accounting methods and practices. Experience in leading, directing, and supervising support staff. Experience with the operation of a two-way radio.

Knowledge Required

- English grammar, spelling and usage.
- Full working knowledge of the specialized area of assignment.
- Word processing, spreadsheet, database, and presentation software.
- Office administrative and management practices and procedures, including record keeping, filing and purchasing practices and procedures.
- Working experience with the preparation of reports, presentations, records and correspondence.
- Working experience in leading, directing or supervising the work of other support staff.

Skills Required/Ability to:

- Organize, set priorities and exercise independent judgment and personal initiative.
- Lead, direct or supervise other staff.
- Apply extensive knowledge of advanced secretarial and administrative practices, including performing accurate filing and record keeping.
- Apply records management theories, methods, principles, and practices.
- Interpret, apply, explain and reach sound decisions in accordance with rules, regulations, agreements, policies and procedures.

- Perform a variety of duties to relieve department/division staff of technical or routine administrative detail.
- Manage and perform multiple tasks and activities.
- Communicate clearly and concisely, both in writing and orally.
- Establish and maintain effective working relationships with co-workers, customers, volunteers and citizens.
- Apply effective internal and external customer service skills.
- Use and operate general office equipment including a computer, printer, fax, copier, and transcribe machine.
- Use keyboard; utilize word-processing, spread sheet and database programs or other application software as required for the position.

Licensing/Special Requirements

Some positions in this class may require a valid driver’s license. Assignment to Police Department requires certification as a Law Enforcement Data System (LEDS) operator within six months of assignment. Assignment to Municipal Court requires certification as a Notary Public within six months of assignment.

Working Conditions

Work in this class is typically performed in an office environment. Typically requiring reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions. Also may require periods of sitting with attention to a computer keyboard and video display terminal, light lifting up to 30 pounds, reaching for files, accuracy in recording information, and frequent interruptions of work may be experienced by others seeking information in person or by phone or by changing priorities in the office. May require attendance at meetings or activities outside of normal working hours. On occasion may deal with distraught or difficult individuals.

Classification History

- Adopted: December 2000
- Revised: October 2003
- Revised: November 2003 to incorporate “Administrative Assistant – Police Department” classification
- Revised: June 2007

* Administrative Assistants assigned to support the City Manager are exempt from inclusion in the bargaining unit due to confidential status.