



Administrative Assistant

SUMMARY

Under general supervision, the Administrative Assistant provides varied office administrative, secretarial, and clerical support on behalf of designated supervisory, managerial, or administrative positions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned supervisor or department manager. No direct supervision of staff is exercised.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right 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. Essential duties and responsibilities may include, but are not limited to, the following:*

- Screens calls, visitors, and mail; responds to complaints and requests for information; enters and tracks public calls into appropriate computer databases; directs callers to appropriate Town staff via switchboard or dispatching using a two-way radio as necessary; assists public at front counter and directs public to appropriate locations/staff.
- Performs a wide variety of general clerical duties to support departmental/divisional operations to include filing, preparing payroll records, monthly reports, accounts payable, petty cash reimbursement, and ordering and maintaining office and other related supplies.
- Organizes and maintains various administrative, confidential, reference, imaging, and follow-up files; purges files as required.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.
- Verifies and reviews forms 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.
- Receives cash for designated items and reconciles cash drawer; issues receipts and refunds as necessary.
- Processes and provides information regarding contracts and insurance documents.
- Schedules and coordinates activities and operations of a Town facility or facilities, including arranging for appropriate staffing.
- Types, formats, and proofreads a wide variety of reports, letters, and memoranda; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggest corrections to drafts.

- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; receives, codes, logs, schedules, and distributes service requests and work orders.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in department and central files.
- Attends meetings, conferences, workshops, and training sessions; reviews publications and materials to remain current on principles, practices, and new developments in assigned work area.
- May coordinate special projects that vary depending on department to which assigned.
- Performs related duties as required or assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry-level classification in the Administrative Assistant series. The incumbent follows routine procedures and guidelines in the application of prescribed duties and works under close supervision with work frequently reviewed by a superior. This classification is distinguished from the Administrative Assistant, Senior in that the latter performs more complex technical duties requiring a higher level of knowledge and skill.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

High school diploma or GED equivalent AND two (2) years of clerical support experience; OR an equivalent combination of education, training, and experience.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record.

Knowledge of:

- Applicable local, State, and Federal laws, codes, regulations, and ordinances.
- Organization and function of public agencies, including the role of an elected Town Council and appointed boards and commissions.
- Applicable codes, regulations, policies, and technical processes and procedures related to the department to which assigned.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping and cash handling.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Proper grammar, spelling, vocabulary, and punctuation.
- Customer service principles, practices, and etiquette.

Skill in:

- Interpreting and applying administrative and departmental policies and procedures.

- Responding to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Preparing clear and concise reports and correspondences.
- Maintaining accurate records and filing systems.
- Completing accurate arithmetic, financial, and statistical computations.
- Typing and entering data with speed and accuracy.
- Organizing and multitasking assignments to meet deadlines.
- Operating a computer including standard software and some specialized software.
- Using tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establishing and maintaining effective working relationships.
- Communicating clearly both verbally and in writing.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups 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 necessary to perform job functions.

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

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*