

SENIOR ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, provides varied office administrative, secretarial and general clerical assistance for the implementation and monitoring of specific departmental/divisional programs; provides information externally and internally regarding City / departmental policies and/or procedures; performs varied technical and non-technical support work for the department to which assigned such as telephone and counter reception, service coordination, word processing, data entry, report preparation, records management and work order processing; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is the fully experienced class within the administrative series. Incumbents perform a variety of specialized and confidential administrative, secretarial, and clerical work for various City departments, including coordinating assigned programs and projects, providing general information to the public, and other administrative, budgetary, database, and support work.

EXAMPLES OF DUTIES (Illustrative Only)

- Plans, organizes, and carries out administrative assignments and special projects related to assigned area of responsibility including assisting with budget preparation, planning, and implementation; maintaining accurate and detailed records; verifying accuracy of information; researching discrepancies and recording information.
- Prepares, submits, and receives all claims and requisitions; obtains quotes for specialized supplies and equipment; and/or authorizes payments and purchases.
- Coordinates travel arrangements and accommodations for department personnel and submits all related paperwork.
- Coordinates and schedules meetings, appointments, and speaking engagements for departmental personnel, appointed boards and commissions; arranges for meeting rooms, may attend meetings and take minutes.
- Researches, compiles, and analyzes information; prepares specialized analytical reports relating to a core function of a departmental operation.
- Serves as a liaison, through a variety of mediums, between key department personnel and other City departments, law enforcement agencies, news media, and the general public.

EXAMPLES OF DUTIES: (Illustrative Only) Continued

- Addresses concerns, inquiries, or complaints from the general public and takes appropriate action to ensure an expedient and satisfactory resolution.
- Conducts research of State and Federal codes and statutes and other regulatory policies and procedures related to department projects.
- Develops, 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.
- Performs personnel functions within the department, including preparing and maintaining personnel records related to files, training, evaluations, recruitment assistance, new hires, employment status, and workers' compensation; provides personnel reports and information to departmental personnel and others, as required.
- Coordinates the completion of one or more departmental processes with little to no supervision; may include contracts, applications, licenses, insurance documents, and permits.
- May assess the Department's training needs, formulate training plans and budgets, identify resources, and implement training plans.
- Organizes and maintains various administrative, confidential, reference, imaging, and follow-up files; purges files as required.
- Receives cash for designated items, makes appropriate change, and reconciles cash timely and accurately.
- Prepares, copies, and distributes a variety of documents including agendas, bid packages, contracts, and specifications; ensures proper filing of copies in departmental or central files.
- Screens calls, visitors and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public; enters/tracks public calls into appropriate computer databases; directs callers to appropriate City staff via switchboard or dispatching using a two-way radio as necessary; assists public at front counter and directs public to appropriate locations/staff.
- Composes, types, transcribes, researches, formats and proofreads a wide variety of correspondence, minutes, 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.

EXAMPLES OF DUTIES: (Illustrative Only) Continued

- 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; collate materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- 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 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.
- 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.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Skill in:

- Performing responsible administrative and secretarial support work with accuracy, speed, and minimal supervision.
- Providing varied, confidential and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion.

Skill in: (continued)

- Learning and understanding the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities. Learning, interpreting and applying administrative and departmental policies and procedures.
- Responding to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions.
- Composing correspondence and reports independently or from brief instructions.
- Organizing, maintaining, and updating office database and records systems.
- Making accurate arithmetic, financial and statistical computations.
- Entering and retrieving data from a computer with sufficient speed and accuracy.
- Taking notes rapidly and accurately; transcribe own notes.
- Filing materials alphabetically, chronologically, and numerically.
- Organizing own work, coordinating projects, setting priorities, meeting critical time deadlines, and following-up on assignments with a minimum of direction.
- Operating modern office equipment including computer equipment and software programs.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

Other Requirements:

Valid Class C California State Driver's license.

Desirable Education and Experience:

Any combination of training and/or experience which is equivalent to:

- Completion of the twelfth (12th) grade with supplemental training in administrative or secretarial skills and relevant computer software applications programs.
- Three (3) years of varied administrative support experience preferably involving some public contact.