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## **ADMINISTRATIVE ASSISTANT SENIOR ADMINISTRATIVE ASSISTANT**

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### **DEFINITION**

Under general supervision, performs a variety of complex administrative support duties requiring extensive knowledge of the assigned department, independently prepares correspondence, accepts payments and provides customer service.

### **SUPERVISION EXERCISED**

May exercise functional supervision over subordinate staff.

### **EXAMPLES OF ESSENTIAL DUTIES**

Duties may include but are not limited to:

Answer inquiries from the public, both in person and over the phone, direct customers to appropriate staff member and take messages.

Sort and distribute mail, file documents and order supplies.

Schedule meetings, appointments facility tours and facility use.

Receive and process requests and documents for permits, licenses, passports and bus passes.

Accept cash, checks and credit cards for payment, enter data to post transactions and prepare pre-deposit documents for same.

Exercise independent judgment in preparing correspondence, reports and related written documents and interpreting departmental policies, practices and procedures.

Assist with budget and contract preparation and monitoring.

Purchase office supplies, materials and equipment.

Manage records, perform document searches and respond to Public Records Act requests.

Process time cards for payroll.

Take and transcribe minutes of Commission and staff meetings.

Serve as office manager.

Notarize official documents as necessary

Perform related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Distinguishing characteristics of this classification include but are not limited to the following:

Administrative Assistant: This is the journey level class in the Administrative Support Series. Incumbents work under general supervision learning to perform complex duties.

Senior Administrative Assistant: Incumbents in this class have gained a thorough working knowledge of the Department and the City, work under minimal supervision, receiving only general instruction or assistance and are frequently involved in assignments that are confidential in nature. This class is distinguished from the Executive Assistant in that the latter performs specialized administrative and technical support services for the City Manager and City Council.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of:

Standard office procedures, methods and computer equipment.

Principles and practices of fiscal, statistical and administrative data collection and report preparation.

Techniques used in dealing with the public and customer service.

Applicable ordinances, codes, regulations, including administrative and department policies and procedures and related State and Federal laws.

English grammar, punctuation, spelling, vocabulary and use.

Business letter writing, record keeping, minute taking and preparation.

Ability and Skill to:

Operate office equipment including computers, copying machines and phone systems.

Accurately type 60 words per minute and enter and tabulate data.

Respond to questions from the public and staff.

Accurately perform basic mathematical calculations.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.

### **QUALIFICATIONS**

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

Administrative Assistant: Completion of 12<sup>th</sup> grade and four (4) years increasingly responsible office experience.

Senior Administrative Assistant: In addition to the above, training in business or secretarial science and two (2) years experience as an Administrative Assistant or equivalent. AA in business, secretarial science or related field highly desirable.

### **LICENSE OR CERTIFICATE**

Possession of a valid Class C California Driver's License and a good driving record.

Notary

### **ESSENTIAL JOB FUNCTIONS/A.D.A.**

Essential job functions and A.D.A. requirements include:

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register.

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person.

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents.

Ability to sit for two hours at a time.

Ability to lift up to 15 pounds.

Ability to climb a footstool or ladder for the purposes of retrieving records.

Ability to get from one location to another in the course of doing business.