

CLASS SPECIFICATION
Administrative Assistant

FLSA Status: Covered
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, serves as administrative assistant to a group or division level manager or bureau, group or division management team; performs a wide variety of difficult and confidential administrative support functions; interacts with internal customers, vendors and other individuals; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Administrative Assistants provide difficult, diverse and confidential secretarial, administrative and support services to group or division managers or management teams at or above the division management level. Incumbents operate in an environment characterized by involvement in broad City-wide issues and interaction with elected officials, representatives of industry and professional groups and the media on complex and sensitive matters.

Administrative Assistant is distinguished from Executive Assistant in that incumbents in the former class perform administrative and secretarial support services for group or division level managers or bureau, group or division management teams. An Executive Assistant performs similar administrative and secretarial support duties for bureau heads.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Provides confidential secretarial and administrative support to division managers and other City executives at or above the division management level; types and/or drafts City Council materials, memoranda, correspondence, reports, contracts, agreements, presentation and overhead materials, forms, requests for proposals, bureau manuals, technical reports, mailing and contact lists, press releases and public announcements and other documents ranging from routine to complex; types from drafts, notes, dictation or brief oral instructions, using word processing software; proofreads and checks typed and other materials for accuracy, completeness and compliance with City and bureau standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete; develops, revises and maintains master documents, templates and forms and maintains and enters a variety of data in databases and spreadsheets; composes correspondence, reports and informational materials; copies reports for internal and external distribution; sends and receives faxes.

2. Maintains manager or management team calendars; coordinates, arranges and confirms meetings; arranges for meeting setup and refreshments; attends meetings, takes notes and transcribes minutes; screens requests for appointments; creates and maintains event calendars; coordinates special events.
3. Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and the use of sound independent judgment; conducts research, responds to requests for information and complaints from officials, customers and the public, refers the request or complaint to appropriate staff and/or takes or recommends action to resolve the issue; reviews, determines the priority and routes incoming correspondence.
4. Reviews, proofreads and edits bureau agenda items for City Council and staff meetings and meetings of public and interagency committees; maintains files for Council agenda materials; provides information to bureau managers on pending Council matters, bureau projects and assignments and a variety of other matters.
5. Prepares technical worksheets, tables and computations; establishes and maintains databases of information to track pending projects, budget expenditures, training certifications, facilities requests and services, bureau testing and similar matters.
6. Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculations; organizes and maintains office files; archives bureau records and files; assists staff in locating files and records; ensures files are imaged into the bureau imaging system; conducts special studies and recommends organizational, procedural or other changes to achieve greater productivity and/or to comply with new City requirements.
7. Prepares travel and training requests; makes and confirms travel and other arrangements for conferences and business trips; types itineraries, compiles expense reports and prepares post-travel memoranda; requests reimbursement for petty cash expenditures.
8. Attends to a variety of office administrative details; establishes and maintains confidential, subject, project, and specialized files; creates and maintains contract files; orders and disburses supplies and furniture; keeps inventory of bureau supplies; researches and recommends products and vendors; arranges for minor building and equipment repair and maintenance; performs on-line purchasing and receiving; performs timekeeping activities; develops and distributes informational and promotional materials; maintains manager's annual subscriptions and dues; keeps reference documents up to date and orders new resource materials for the bureau library.
9. Provides administrative and secretarial support for professional association affiliations of City executives, including drafting meeting announcements and materials, making meeting hotel, room and food arrangements, composing and arranging for the duplication and mailing of newsletters, collecting and accounting for membership and other fees and drafting treasury and other reports for the City executive.

10. Assists in preparation of the bureau's annual budget; tracks and reconciles expenditures against budget; processes purchase orders and pay requests; prepares bills for payment; prepares budget reports; processes vendor invoices; makes requests to accounts payable for payment; prepares budget adjustment requests and budget impact statements; bills outside agencies that use bureau facilities.

OTHER DUTIES

1. Provides guidance to other administrative support staff on agenda and report preparation, City methods and practices and techniques and advanced uses of word processing, graphics, database and other software programs.
2. May provide lead work direction and guidance to other clerical staff; supervises and trains temporary and seasonal employees; provides backup for administrative support staff.
3. Maintains calendars for bureau-wide training classes; assembles materials, schedules training and registers students.
4. Coordinates maintenance of bureau fleet and telecommunications equipment; maintains schedule for manager's shared automobile; tracks and maintains sign-out of bureau pool cars.
5. Coordinates and participates in space and ergonomic planning activities; maintains ergonomic records.
6. Assists in maintaining the bureau's website by delivering web publishable bureau information to the webmaster for input onto the bureau website.
7. Assists with the administrative preparation for City public auctions; coordinates advertising; calculates expenses and arranges payment processing.
8. Coordinates the security ID badge program; maintains after hours building access list and ID badge logs.
9. Administers the Smoke Alarm Program including intake, referrals, data entry and maintenance of forms and detectors.
10. Performs notary duties.
11. Assists with specialized bureau-specific recruitment programs.
12. Serves on and attends City and bureau committees and meetings; represents the bureau at meetings and media events; arranges tours of bureau facilities.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Office administrative and management practices and procedures, including budgeting, record-keeping, filing and purchasing practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. City organization, rules, policies and procedures, including payroll and travel/ training and expense reporting.
4. Basic functions of public agencies, including the role and responsibilities of a public governing board.
5. Rules and regulations for the conduct of public meetings.
6. Computer equipment and advanced uses of word processing, spreadsheet, graphics, database and other software.
7. City Council report guidelines and formats.
8. Research techniques, methods and procedures.
9. City human resources policies and labor contract provisions.

Ability to:

1. Operate a computer and word processing software and other standard office equipment.
2. Take and transcribe dictation and/or type accurately at a speed necessary to meet the requirements of the position.
3. Manage multiple and rapidly changing priorities.
4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
5. Interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies, including interpreting and making sound decisions on legal documents.
6. Organize, research and maintain complex and confidential office files.
7. Compose correspondence, prepare documents and make arrangements from brief instructions.

8. Communicate clearly and effectively orally and in writing.
9. Prepare clear, accurate and concise records and reports.
10. Maintain highly sensitive and confidential information.
11. Use a high degree of tact, discretion and diplomacy in dealing with sensitive situations and concerned and/or upset groups and individuals.
12. Coordinate and facilitate meetings and special events.
13. Establish and maintain highly effective working relationships with bureau managers, elected and appointed officials, staff, community and business leaders, customers, the media and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and five years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver’s license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02 Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following classes:

0819	Administrative Assistant	Adopted:	07-01-92
0920	Administrative Supervisor I	Adopted:	07-01-92
0962	Assistant Program Specialist	Adopted:	07-01-92

Revised: 10-06-04 FLSA Status changed to Covered.

 07-26-05 Removed Other Duty # 3 from to Police Bureau position, no longer in this class

June 2009 - Change Job Class number from 7103 to 30000434, due to system change.