GENERAL PURPOSE

Under direct supervision of the Department Head, the Administrative Assistant performs a wide variety of responsible technical and clerical duties relating to administration and personnel functions for the department assigned.

DISTINGUISHING CHARACTERISTICS

Direct supervision is provided by the Department Head. This single class position assists the Department Head with administrative support.

ESSENTIAL FUNCTIONS

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:
Perform a wide variety of responsible clerical, technical, and administrative duties in support of the Department Head. Provide customer service, both in-person and by telephone; screen and direct telephone calls; take and relay messages; answer general questions from employees and the public.

Provide general clerical and administrative support to the Department Head; compose and type letters, memoranda, and other correspondence for signature by the Department Head related to assigned duties and activities.

Process and maintain the department’s files, including the department’s personnel records to ensure timely performance evaluations and appropriate actions.

Assist in the preparation of required federal and state notices and monitor time requirements regarding these entitlements.

Receive, coordinate, and maintain film permits; review invoices for accuracy and proper coding.

Perform a variety of general office support duties; research and compile data for special projects and reports; make copies; maintain calendar of activities, meetings, and various events for assigned staff; process mail including receiving, sorting, time-stamping, logging and distributing incoming and outgoing correspondence and packages.

Keep the Department Head informed of all progress relating to activities and projects related to the department assigned.
Operate a variety of office equipment including a computer, typewriter, copier, and facsimile machine; utilize various computer applications and software packages.

Perform related duties as assigned.

**QUALIFICATIONS**
Any combination of education and experience that provides the required knowledge, skills and abilities to perform the essential job duties of the position is qualifying.

**Knowledge, Skills and Abilities:**

**Knowledge of**
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, use of internet and Microsoft Outlook.

Basic functions and structure of a municipal organization; methods and techniques of proper phone etiquette; business letter writing and the standard format for typed materials; basic mathematical principles.

Methods and techniques for record keeping and filing; basic report preparation and writing; proper English usage, spelling, grammar and punctuation; customer service and public relations methods and techniques.

**Skills/Abilities**
Provide support services; perform a variety of office support and clerical duties and activities of a general and specialized nature in support of the Department Head and Administration.

Exercise good judgment and uphold confidentiality in maintaining critical and sensitive information, records, and reports; understand, interpret, and apply general administrative and departmental policies and procedures.

Read, understand, and review documents, policies and procedures for accuracy and relevant information; answer questions and provide information to City employees, outside agencies, and the public; update manuals as required with current information.

Use applicable office terminology, forms, documents, and procedures in the course of the work; use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.

Compose correspondence and compile and arrange data in a readable and comprehensible manner; proofread and edit draft reports or correspondence for errors in grammar or structure; make accurate arithmetic calculations; type and enter data at a speed necessary for successful job performance.

Maintain ongoing communication with the Department Head regarding issues, department requests; status of projects and completion of tasks; take direction from the Department Head and follow projects through to completion in a timely manner.

Set priorities, organize work-flow and maintain organization of work and records; multi-task and be responsive to time-sensitive matters.
Establish and maintain complex record keeping systems; coordinate activities and meet critical deadlines; understand and follow instructions; communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with the public and those contacted in the course of the work.

**Education and Experience:**
Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

**Education**
Two years of college level course work in administration, business, or closely related field. Significant related experience may substitute for education.

**Experience**
Two years of increasingly responsible technical or administrative experience in personnel administration activities.

**Licenses/Certificates**
Possession of a valid California Class C driver’s license.

**Physical Demands and Work Environment**

**Physical demands**
The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee is regularly required to sit at desk and in meetings for long periods of time; talk or listen, in person, in meetings and by telephone; use hands and fingers to handle, feel or operate standard office equipment; and reach with hands and arms. Intermittently, twist to reach equipment surrounding desk; walk to observe department activities; bend and squat to perform file searches; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; operate an automobile to attend various meetings and workshops. While performing duties, the employee is regularly required to use written and oral communication skills; know and understand laws, regulations and codes; remember personnel rules, legal and code requirements; and explain policies and procedures; interact with City management, other governmental officials, employees and the public.

**Work environment**
Characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job indoors, the work environment is generally in a temperature controlled office. Noise levels in the work environment is usually moderate but the employee may occasionally be exposed to high level noises including but not limited to emergency vehicle sirens, telephones and other office equipment.
Department: City Manager and Fire Department
Classification: Supervisor/Confidential
FLSA Status: Non-Exempt
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