

CITY OF SOLANA BEACH

ADMINISTRATIVE ASSISTANT I

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, performs a variety of office support functions; creates and maintains specialized records, files, and reports; assists higher-level management or administrative staff in typing, filing, data entry, record keeping, and general clerical work; provides general information and assistance to the public; and performs other related duties as assigned.

CLASS CHARACTERISTICS

Positions in the Administrative Assistant class series (Level I through IV) perform a full range of professional level administrative management support functions of a general or specialized nature in a wide variety of areas relative to assigned area of responsibility which may include, but are not limited to, financial management, budget preparation, purchasing, contract administration and monitoring, public information, general administration, and special projects as assigned.

Administrative Assistant I – Administrative Assistant I is the entry level in the class series and may be assigned to any department within the City. Under general supervision, incumbents may develop the knowledge, skills and abilities needed to move into higher-level positions in the Administrative Assistant series. Positions at the Administrative Assistant I level are expected to perform many of the duties that may be required of positions at higher levels, but exercise less independent discretion and judgment in matters related to work procedures and methods and are not expected to function at the same skill level. Work is usually supervised while in progress and fits within a framework of established procedures; work performance may require occasional instruction or assistance. Employees in this class often have contact with the public and answer a variety of questions requiring knowledge of City and departmental policies, procedures, and forms, and have the ability to choose among alternatives in solving problems. Work is normally reviewed upon completion. Persons in the Administrative Assistant I class exercise no supervision. As the entry-level in the class series, employees may have limited or no directly-related work experience.

ESSENTIAL JOB FUNCTIONS

The following duties are typical for positions in this classification. Incumbents may not perform all listed job functions, nor are all listed duties necessarily performed by everyone in this class depending upon business need and changing business practices:

1. Perform a wide variety of responsible and complex administrative and clerical duties in support of the assigned office; relieve management staff of a variety of administrative details.
2. Plan, organize, and carry out administrative assignments; research, compile, and organize information and data from various sources on a variety of specialized topics related to programs in assigned area.

3. Participate and assist in the administration of the assigned office; organize and manage office activities as directed; may recommend organizational or procedural changes affecting support activities.
4. Serve as initial contact/resource person for the assigned office; screen calls, visitors, and mail; respond to complaints and requests for information and assistance; interpret and explain regulations, procedures, policies, systems, rules, and precedents in response to inquiries or complaints from the public, City staff, representatives of other organizations, or others; research and gather information to provide accurate answers and information; refer more technical questions or issues to appropriate City staff.
5. Type, format, proofread, and produce final copy of a wide variety of reports, letters, memoranda, spreadsheets using modern office equipment; type from rough draft, verbal instruction, or transcribing machine recordings; review drafts for punctuation, spelling, and grammar; make or suggest corrections to drafts; independently compose letters, memoranda, or basic reports from general instructions or information related to assigned responsibilities; arrange for or distribute copies of material.
6. Maintain, prepare, validate, process, and check a variety of documents and records such as invoices, timesheets, application forms, purchase orders, and public notices for completeness, accuracy and submission standards; assist with agenda preparation; compile and record fiscal transactions, payroll records, and statistical data according to established procedures; process technical records reviewing documents for completeness and consistency; maintain cross reference files or indexes; maintain logs of processed materials; may assist in operating a computerized records management system.
7. Compile reports by extracting or tabulating information from a variety of sources, such as files, correspondence, meeting notes, logs, previous reports, or oral instruction; recommends and assist in implementing office programs and clerical systems, procedures and policies.
8. Verify and review forms and reports for completeness and conformance with established regulations and procedures; apply specialized knowledge of departmental and program policies and procedures in determining completeness of applications, permits, records, and files.
9. Initiate and maintain a variety of files and records for information related to the assigned office including official resolutions and ordinances; ensure proper filing of documents in departmental or central files; maintain and update resource materials; sort and file materials such as correspondence, applications, and documents; purge and destroy files according to the City's Records Retention and Destruction Schedule.
10. Maintain calendars of department activities, meetings, and various events; schedule City staff meetings or meetings between City staff and other groups or organizations; arrange for necessary materials to be available at meetings; coordinate travel arrangements for department staff as necessary.
11. Serve as administrative support to various committees, commissions, and task forces if

directed; prepare, copy, and distribute meeting agendas and related materials, minutes, resolutions, or other formal documents; provide temporary administrative support assistance to other departments in the assigned department or at a different location.

12. Time stamp and distribute mail; if directed, take outgoing mail to the post office; prepare mailings as directed or needed.
13. Operate a variety of modern office equipment, such as telephone systems, photocopiers, computers and related software, printers, typewriters, adding machines, and other equipment necessary in the performance of duties.
14. Receive payments or fees; issue receipts; maintain records of transactions; may maintain petty cash.
15. Attend department staff meetings, City staff meetings and training sessions; participate in employee development activities as assigned.
16. Assist in a variety of department operations; perform special projects and peripheral duties as assigned.
17. Provides vacation and temporary relief as required.

QUALIFICATIONS GUIDELINES

Education, Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- ◆ Graduation from high school or equivalent, supplemented by specialized training in the clerical occupation field.

Experience:

- ◆ Two years of experience in related clerical work involving a variety of typing and/or office operation responsibilities.

Knowledge, Skills and Abilities

Knowledge of:

- ◆ Modern office procedures, methods and equipment.
- ◆ Office Management principles.
- ◆ Proper English usage, punctuation, grammar, and spelling and business letter writing.

- ◆ Working knowledge of policies, procedures and rules of the assigned work unit as well as other City departments.
- ◆ Effective methods and techniques in customer service and telephone caller handling.
- ◆ Modern office equipment and operation, including multi-line telephone systems, typewriters, computers, adding machines, photocopiers, and other related office equipment.
- ◆ A variety of software applications as required by job assignment.

Skills and Ability to:

- ◆ Alphabetize or numerically/chronologically sort materials.
- ◆ Apply and explain regulations, policies and procedures.
- ◆ Communicate clearly and concisely, both orally and in writing.
- ◆ Enter data as a speed necessary for successful job performance.
- ◆ Establish and maintain cooperative and effective working relationships with those contacted in the course of work.
- ◆ Learn the policies and procedures of the assigned department as related to position responsibilities.
- ◆ Maintain records and perform assigned program activities in accordance with established practices and general instructions; perform detailed and multi-task activities.
- ◆ Operate modern office equipment, including a multi-line telephone system and computers and computer software.
- ◆ Receive the public in person and/or over the telephone.
- ◆ Remain seated and work at a video display terminal for prolonged period.
- ◆ File documents in various locations and heights.
- ◆ Transcribe recorded meetings.
- ◆ Type at a speed of 45 words per minute.
- ◆ Understand and follow written and verbal instructions.
- ◆ Use correct English grammar, punctuation and spelling.
- ◆ Work independently.

Special Requirements

- ◆ Possession of a valid Class “C” California driver’s license with a satisfactory driving record.

PHYSICAL AND MENTAL DEMANDS/WORKING CONDITIONS

The physical and mental demands herein 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 these essential job functions.

- ◆ Mental function: Includes reading, writing, mathematical computations, operating a computer, problem solving, managing multiple projects, calmly handling complaints and problems from irate citizens or contractors, and decision making under stressful conditions.
- ◆ Productivity: Incumbents must perform work in an efficient, effective and timely manner with minimal direction.
- ◆ Mobility: Incumbents require sufficient mobility to work in an office setting and operate office equipment. Incumbents may be required to perform light lifting and carrying, file documents in various locations and heights, and sit, stand, walk, remain seated, and work at a video display terminal for prolonged periods of time.
- ◆ Vision: Vision sufficient to read small print, computer screens, and printed documents, and to operate assigned equipment.
- ◆ Hearing: Incumbents are required to hear in the normal audio range with or without correction.
- ◆ Environment: Normal office setting with some travel to attend meetings. Incumbents may be required to work at both indoor and outdoor environments; individuals may be exposed to noise, dust and inclement weather conditions.
- ◆ Other factors: Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings and to use a personal vehicle in the course of employment.

Date Adopted: 05/18/04

