

CITY OF SOLANA BEACH

ADMINISTRATIVE ASSISTANT II – III

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, provide a variety of difficult and complex administrative support functions in support of a Department Director; participate in technical work characteristic of the department assigned; create and maintain specialized records, files, and reports; assist Department Director or higher-level management staff in typing, filing, data entry, record keeping, and general clerical work; provide general information and assistance to the public; and perform 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 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 II – Administrative Assistant II is the first working level class of the Administrative Assistant series and may be assigned to any department within the City. Under general supervision, employees may develop the knowledge, skills and abilities needed to move into higher-level positions in the Administrative Assistant series. Positions at the Administrative Assistant II 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 as Administrative Assistant in lower-level classifications. Employees in this class usually work independently, but perform work 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 II class series exercise no supervision although they may act as a lead-staff on special assignments. As the working-level in the class series, employees are expected to have at least two years technical and administrative work experience.

Administrative Assistant III – Administrative Assistant III is the first journey-level class of the Administrative Assistant series and may be assigned to any department within the City. Under general supervision, employees may develop the knowledge, skills and abilities needed to move into higher-level positions in the Administrative Assistant series. Positions at the Administrative Assistant III level are expected to perform many of the duties that may be required of positions at lower levels, but are expected to exercise more independent discretion and judgment in matters

related to work procedures and methods. Employees in this class usually work independently and provide management with the expertise necessary to identify, evaluate, and resolve organization and administrative problems, including recommending changes in policies and procedures, and development methods for improvement. Assignments may be moderately complex and usually require proficiency in more of the knowledge, skills or abilities area than lower-level classes. Employees are expected to exercise a greater degree of confidentiality in assisting the Department Director or management staff in personnel and policy matters. Employees in this class (Admin Asst III), may provide limited supervision over lower-level clerical, administrative support personnel or short-term Intern staff. 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. As the journey-level in the class series, employees are expected to have at least five years of administrative and technical 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:

Administrative Assistant II

1. Perform a wide variety of professional level administrative and clerical duties of a general or specialized nature relative to the assigned area of responsibility.
2. Provide direct and confidential administrative, clerical or secretarial support to a Department Director or other management staff as required including administrative review and completion of timesheets, performance evaluations, memos, letters, reports, charts, and other documents related to personnel matters.
3. Prepare various forms of correspondence, including letters, memos, electronic messages (e-mails), facsimile recordation and documentation; correspondence may be reviewed by Department Director; respond to general correspondence of a routine nature associated with departmental responsibilities; proofread correspondence materials and make corrections for grammar, spelling, punctuation, and general content.
4. Research, compile, and organize information or data from various sources on a variety of specialized topics related to programs in the assigned area, and prepare written materials for City budget, resolutions, ordinances, contracts, agendas, staff reports, or other documents.
5. Participate and assist in the administration of the assigned office or department; organize and manage office activities as directed; may recommend organizational or procedural changes affecting support activities.
6. 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.

7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. Time stamp and distribute mail; if directed, take outgoing mail to the post office; prepare mailings as directed or needed.
15. 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.

- 16. Receive payments or fees; issue receipts; maintain records of transactions; may maintain petty cash.
- 17. Attend department staff meetings, City staff meetings and training sessions; participate in employee development activities as assigned.
- 18. Assist in a variety of department operations; perform special projects and peripheral duties as assigned.

Provides vacation and temporary relief as required.

- 19. Prepares agendas; attends, takes and transcribes minutes of commission/committee meetings, staff meetings, or other meetings as assigned; prepares agenda packets and distributes to appropriate staff, commission/committee members, or other individuals; types staff reports; maintains appointment schedules and calendars; arranges meetings and conferences; makes travel arrangements.

Administrative Assistant III

All of the duties listed above and:

- Utilize independent judgment to make and implement recommendations and suggestions for productivity, proficiency, and process improvement in assigned areas of responsibility.
- May supervise Administrative Assistant I and II
- Utilize independent judgment to prepare various forms of correspondence, including letters, memos, electronic messages (e-mails), facsimile recordation and documentation; correspondence may or may not be reviewed by Department Director,
- Conduct research for special projects.
- Assist Management Analyst in assigned areas of responsibility.

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:

Administrative Assistant II

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.

Administrative Assistant III

Education:

- ◆ Graduation from high school or equivalent, supplemented by specialized training in the clerical occupation field. Completion of business, public administration, or other college courses is highly desirable.

Experience:

- ◆ Five 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: 07/06/05

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