



CITY OF AVALON

MARCH 2015
FLSA: NON-EXEMPT

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of administrative, secretarial, and office support duties requiring knowledge of the department, its procedures, and operational details; provides administrative support to management and departmental staff; composes and prepares correspondence; performs skilled word processing, data entry, and typing; provides information to the public and staff; provides assistance for a wide variety of assignments; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class in the administrative support series responsible for performing routine to complex administrative and office support duties, including taking and transcribing meeting minutes and preparing a variety of department-related reports and correspondence. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This class is distinguished from the Senior Administrative Assistant in that the latter has responsibility for administering multiple assigned City programs, may provide sensitive and confidential administrative support to the highest level of management, and may supervise lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- **Performs a variety of routine to complex office administrative duties to support departmental operations, including filing, preparing records and basic reports, accounts payable, cashiering duties, processing permits and licenses, and ordering and maintaining office and other related supplies.**
- **Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.**
- **Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; enters public calls into appropriate computer databases; directs callers to appropriate City staff as necessary.**



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- Compiles information and data for administrative, statistical, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Assists in assigned department projects and/or programs as assigned by management staff; provides assistance to department staff in various research and department-related projects.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Develops and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to customer and staff inquiries.
- Prepares, copies, collates, and distributes a variety of documents, including agendas, bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in departmental or central files.
- Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, calendars, and memoranda; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Maintains calendars and makes meeting arrangements; schedules meetings between City staff and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
- Gathers, assembles, updates, and distributes a variety of department or City specific information, forms, records, and data as requested.
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for department head approval.
- Schedules and prepares conference and meeting rooms, including setting up audio visual equipment for City Council and committee meetings,
- May serve as the Vehicle Clerk; issues permits for vehicles, including residential vehicle permits, public service permits, commercial permits and interior resident permits for parking and driving on City streets; advertises permit registration in the newspaper; sends certified letters to permit holders for renewals; prepares and sends letters approving permits and accessing fees; attends permit hearings; mails applications and permit hearing letters; prepares agenda packets for hearings.
- May assist in the administration of Waterside Permits and Mooring Leases and provide information and assistance to the general public regarding mooring availability, assigning moorings, and general harbor operations.
- May maintain department personnel files, including processing personnel action forms and sensitive/confidential personnel issues, preparing supervisor generated performance evaluation forms, processing accident/incident/workers' compensation claim forms, filing pertinent documents, maintaining files in a secure location, and providing information to supervisors and managers.
- May use the radio to dispatch harbor patrol.
- May update department website.
- May perform cashiering duties; receives money and issues receipts; collects and accounts for service fees.



- May coordinate workshops and classes; assists with special event programs; assists in coordinating reservations, scheduling, and use of equipment and facilities.
- May act as a department representative within community groups to relay or obtain relevant information regarding departmental activities.
- **Performs other duties as assigned.**

QUALIFICATIONS

Knowledge of:

- Departmental practices and procedures and applicable City policies.
- Principles and practices of data collection and report preparation.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.



- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to possession of a high school diploma, one (1) year (24 semester units or 36 quarter units) of college level coursework in secretarial science, office management, business or public administration, or a relate field, and two (2) years of responsible secretarial experience including public contact. Additional specialized secretarial or clerical training is desirable.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.