



**MARCH 2015
FLSA: NON-EXEMPT**

SENIOR ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a wide variety of administrative, secretarial, and office support duties of considerable complexity requiring thorough knowledge of the department, its procedures, and operational details; administers assigned programs; provides administrative support to assigned departmental staff, projects and programs; composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry, and typing; provides information to the public, staff, and program participants; 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. May provide technical and functional direction to other staff and/or contractors on a project or program basis.

CLASS CHARACTERISTICS

This is the advanced journey-level class responsible for developing and implementing procedures for a variety of projects and programs within an assigned department as well as providing a clerical, secretarial, and administrative support to assigned department. Employees use independent judgment and decision-making authority to resolve complex problems, independently plan and carry out assignments, coordinate work with others, and provide information, guidance, and recommended solutions regarding administrative processes and procedures. This class is distinguished from the Administrative Analyst in that the latter performs specialized and technical work that requires an advanced, deeper level of knowledge and skill related to the unit or division to which assigned and the technical aspects of the services it provides, its operations, processes, procedures, programs, and regulatory requirements.

EXAMPLES OF ESSENTIAL 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.

- Plans, oversees, and administers department-specific or City-wide programs and projects; provides assistance to department staff in various department-related projects.
- Organizes and carries out administrative assignments in support of management, which may include the City Manager's Office; compiles and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; assembles reports, manuals, articles, announcements, and other informational materials.



CITY OF AVALON

- Performs a wide variety of routine to complex office administrative duties to support departmental operations, including filing, preparing complex records and 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; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public and is the first point of resolving issues and problems; enters public calls into appropriate computer databases; directs callers to appropriate City staff as necessary.
- Compiles information and data for administrative, statistical, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- 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.
- Maintains and updates departmental record systems; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from computer application systems as required.
- 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 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:

- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.



- Departmental practices and procedures and applicable City policies.
- Principles and practices of program administration.
- 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:

- Independently administer and maintain assigned programs.
- 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 the completion of twelfth (12th) grade supplemented by college-level coursework and/or technical training in secretarial science and/or office administrative support and three (3) years of responsible secretarial experience. Additional specialized secretarial or clerical training is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

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.