



Administrative Assistant

Purpose

This position provides clerical and administrative support to various departments within SMART.

Description

Under general supervision, the position will perform administrative and/or technical functions and provide office assistance in support of administrative and business functions; performs related work as assigned. While the primary work is administrative in nature, positions in this class apply knowledge of District policies and procedures to the work of the assigned department. Incumbents assist the professional level staff with assignments and projects in support of the overall goals and activities of the department.

Duties and Responsibilities include, but are not limited to:

Class specifications are intended to present a descriptive list of the range of duties performed by, and minimum requirements required of, employees in the class. Specifications are not intended to reflect all duties performed within the job. SMART reserves the right to determine and amend job responsibilities.

- Assists staff in a variety of professional and administrative duties.
- Provides independent administrative work to support business operations.
- Processes appropriate paperwork/forms related to services.
- Answers phones and routes calls as applicable.
- Provides Front Desk Reception services.
- Assists the public with information and inquiries regarding SMART fares and services;
- Verifies eligibility for SMART fare programs; handles cash related to sale of transit passes.
- Sets up and maintains financial, statistical and operational records.
- Maintains inventory and office supplies; prepares purchase orders.
- Assists with meeting and event planning and implementation.
- Conducts Internet research as requested.
- Organizes and maintains various files; types correspondence, reports and forms from drafts, notes or briefs
- Routes outgoing materials.
- Inputs information into on-line computer systems; operates standard office equipment.
- Assist with outreach activities (meetings, canvassing neighborhoods, preparing materials).
- Creates and maintains various electronic databases.
- Provides standardized response to public emails.
- Data entry.
- Uses specialized knowledge to respond to inquiries received from vendors, customers, and other department personnel.
- Monitors office processes/activities; processes financial, personnel and payroll transactions requiring qualitative or technical review.
- Prepares written and statistical reports as requested.
- Operates modern office equipment.

- Uses specialized software to create reports, drawings, maps, forms, etc. for assigned department, including Microsoft Word, Excel and PowerPoint.
- Performs other related work as required by the assigned department.

Qualifications, Skills, Knowledge, and Abilities

Minimum Qualifications/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:

- High School Diploma or GED required. An Associate's Degree or Certificate in Clerical or Business Studies preferred.
- Experience – sufficient experience in an office setting to obtain the knowledge and abilities listed.
- Completion of clerical or business coursework may be substituted for experience.

Knowledge of:

- Standard office practice and procedures including filing and retrieval systems, correspondence formats, and the operation of standard office equipment.
- Standard office computer operation and software packages.
- Entry level computer skills utilizing word processing, spreadsheet, presentation and database software
- Strong communication skills (both verbal and written).
- Correct English language usage including grammar, spelling and punctuation.
- Business arithmetic; some assignments may require the ability to perform more advanced mathematical calculations such as computing percentages and calculating simple measurements.

Ability to:

- Perform tasks in both the office and outside settings with a professional and courteous manner.
- Read interpret and apply rules, policies and procedures in specific situations.
- Use independent judgment and prioritize multiple tasks.
- To develop and maintain effective working relationships.
- To communicate tactfully and effectively with the public.
- Work outside of normal office hours for special community outreach projects.
- Understand and carry out oral and written instruction and direction.
- Communicate upward as well as provide direction and training to lower level staff, depending on assignment.
- Understand and apply specific rules, codes, regulations, procedures, policies, and precedents.
- Select, interpret and explain regulations and procedures to others.
- Locate, identify, and correct technical inaccuracies.
- Work independently in performing assignments and in resolving problems and deviations.
- Establish, organize and arrange and revise the maintenance of department files.
- Research, proof, evaluate, gather, organize and arrange a diversity of information.
- Produce on a variety of material to include graphs, charts, statistical statements, specifications, purchase orders, reports and standardized forms.
- Maintain and process a variety of records and transactions.
- Make accurate and rapid mathematical calculations.
- Operate modern office equipment.

Physical Work Environment

Work is usually performed in a typical office setting with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Positions assigned to Community Outreach Division will be required to attend meetings and events at various locations; may be exposed to outdoor environments including heat and cold, and inclement weather, may need to traverse uneven terrain.

Physical Requirements

During the performance of the daily, weekly and monthly activities, this position may require prolonged periods in a stationary position, movement about the inside of an office, positioning self in various stances or postures in the performance of daily activities; This position may require repetitive operation using a computer keyboard or calculator involving repetitive motion of the wrists, hands or fingers; This position may require both near and far visual acuity to perform activities such as preparing and analyzing data and figures, transcribing, viewing a computer terminal, and/or extensive reading; This position may require expressing or exchanging information by means of the spoken word when dealing with clients, customers, or other employees; This position may require perceiving the nature of sounds at normal speaking levels with or without correction and ability to receive detailed information through oral communication. The need to lift, drag, and push files, boxes, equipment, paper and documents weighing up to 25 pounds is also required. The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Position Details

- Hourly Rate: \$24.68 - \$30.00
- FLSA Status: Non-Exempt
- There is a 12-month probationary period following appointment to this position.
- A thorough background check will be required including, but not limited to: current and past employers, personal contacts, education verification. A credit report will be required for positions covered under Labor Code 1024.5. (A complete list of background check documents will be provided upon request).
- A pre-employment physical, including a urinalysis drug screen, will be required.
- SMART is a drug-free workplace. All employees will be expected to behave in accordance with this policy.

Sonoma-Marín Area Rail Transit is an Equal Opportunity Employer

Revised 04/2019