

CITY OF MILLBRAE
CLASSIFICATION SPECIFICATION

ADMINISTRATIVE ASSISTANT
FEBRUARY 2019

DEFINITION

Under general supervision, performs a wide variety of complex administrative duties in support of assigned department; assists with special projects; provides assistance to the public, including about department policies and procedures; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Administrative Assistant performs a variety of more complex administrative support functions, which may include fiscal responsibilities, support for department-specific commissions/committees, and/or providing lead direction for lower-level clerical staff.

SUPERVISION EXERCISED AND RECEIVED

Receives general supervision from supervisory or management staff in assigned department. May provide lead direction, work coordination, and training for lower-level clerical staff.

DUTIES AND RESPONSIBILITIES

The duties listed below are illustrative only and are not meant to be a full and exhaustive listing of all of the duties and responsibilities of the position.

- Performs a wide variety of complex and difficult administrative support duties and functions in support of a department or a major division; assists in prioritizing tasks and meeting deadlines; prepares for and attends meetings, and takes minutes and other notes; may provide lead direction, work coordination, and training; assists with general administrative and clerical support duties as needed;
- Creates a variety of documents from brief instructions, rough drafts, and routine assigned functions including a wide variety of reports, letters, memos, agendas, hearing notices, and statistical charts; ensures required notices conform with City codes, the Brown act, and other requirements;
- Reviews, interprets, and applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information;
- Supports assigned department/division by performing routine administrative functions including checking and summarizing time sheets, recording work orders, receiving and checking invoices, processing payments, and tracking department budget line items;
- Provides effective customer service; responds to requests for information and complaints; provides information regarding regulations, procedures, and systems; exercises judgment in referring calls to appropriate staff; takes messages and ensures that all pertinent information is received to return the call;

- Assists in budget preparation and administration; prepares disbursement requests and purchase orders for department/division purchases; processes monthly payments and invoices; monitors expenditures;
- Develops, implements, and maintains department filing and record-keeping systems; maintains various records; researches, compiles, assembles, and analyzes data for special projects and a variety of statistical, financial, and narrative reports. Receives, sorts, and distributes incoming and outgoing correspondence and mail; provides responses as appropriate;
- Operates office equipment, including computers, printers, copiers, fax machines, and related equipment; and
- Performs related duties and responsibilities as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of: Advanced administrative practices and techniques including transcribing minutes and record keeping; operations and activities of assigned department; principles of business letter writing and report preparation; English usage, spelling, grammar, and punctuation; modern office procedures, methods and equipment, including computers and peripheral equipment; pertinent Federal, State, and local laws, regulations, and codes; pertinent City policies and procedures; basic mathematics and general statistical procedures; principles and practices of effective customer service.

Ability to: Perform responsible and difficult administrative support work involving the use of independent judgment and personal initiative; operate office equipment, including computers, and supporting software, including word processing and spreadsheet applications; learn, interpret, apply, and explain department policies and procedures; independently prepare correspondence and memoranda; respond to requests and inquiries from the general public; work independently in the absence of supervision; communicate clearly and concisely, both orally and in writing; record and transcribe meeting minutes; provide lead direction, work coordination, and training; maintain and update records and files; perform mathematical calculations; establish and maintain effective working relationships with those contacted in the course of work; work under tight deadlines and set priorities, quickly and independently.

EDUCATION AND TRAINING GUIDELINES

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

Education: High school diploma or equivalent (GED). Training in office administration, administrative support, business administration, or related field is desirable.

Experience: Three (3) years of increasingly responsible professional experience in secretarial and administrative support.

License: None

SPECIAL REQUIREMENTS

Speak clearly and understandably; ability to work in a standard office environment and use computer software applicable to the job; physical stamina and mental alertness to work additional hours to meet deadlines; hear and speak well enough to converse by telephone, and in person, and be clearly understood.