



# Town of Moraga

## Senior Administrative Assistant

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specification **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**Established:**  
**Revised:** January 12, 2021  
**Employee Group:** Moraga Employees Association  
**FLSA Status:** Non-Exempt

### **CLASSIFICATION DESCRIPTION**

#### **Purpose**

Under general direction, the Senior Administrative Assistant performs a wide variety of complex office, administrative and technical tasks and duties in support of department management, department staff, and department programs requiring knowledge of a specialized function or service; researches, collects and analyzes data and prepares reports; tracks and reports operational data; assists the public by personally or directly providing information to requests according to established procedures; sorts, logs, and maintains records and other documents; follows policies, procedures, and work methods associated with assigned duties; and performs related work as required in a manner that is responsive, cost effective and innovative.

#### **Distinguishing Characteristics**

The Senior Administrative Assistant is the advanced journey-level class in the Administrative Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and the nature of public contact made. Incumbents perform a full range of technical and administrative support duties, including organizing and coordinating workload; preparing reports; coordinating, reviewing, and interpreting technical documents; performing entry level plan review and permit and license issuance; and explaining Town ordinances, all requiring considerable department/program knowledge.

#### **Working Conditions**

Work is conducted primarily in an office setting and includes occasional trips to other agencies and offices to conduct administrative work. Pressures may be generated by deadlines, volume of work, frequent interruptions, or seasonal peak work periods.

#### **Physical and Mental Demands**

Physical: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Mental: While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions; and interact with other staff, officials and the public.

### **Supervision Received/Exercised**

This position receives direction from the Director of an assigned department. Incumbents in this class may exercise functional and/or technical supervision over assigned staff or volunteers.

### **ESSENTIAL FUNCTIONS**

- Performs a wide variety of complex office, administrative support, and technical tasks and duties, including organizing and coordinating work; sets priorities and meets deadlines.
- Assists the public by phone and receives visitors at the counter; listens to and receives complaints; responds to requests for documentation related to assigned area of responsibility; explains and interprets area policies and procedures to internal and external customers, demonstrating an understanding of applicable policies, procedures, and work methods associated with assigned duties; represents the Town to callers and visitors in a professional and customer-friendly manner.
- Performs technical and paraprofessional duties related to area of assignment including interpreting, analyzing, and determining compliance or acceptance of information and materials; prepares reports to document results of duties performed.
- Assists professional staff in performing and conducting studies, special projects, administrative and technical functions; performs data collection, research and analysis; prepares draft reports and technical documents; provides project oversight for the less complex or political projects.
- Establishes and maintains systems related to assigned technical area of responsibility; monitors area activities and reports progress as required.
- Ensures areas of responsibilities are in compliance with related laws, codes, ordinances, and legislation; advises staff of any irregularities in compliance.
- Reviews, verifies and processes documents related to department activities including budgets, contracts, grants, claims, legislation, purchasing, and other specialized documents based on area of assignment.
- Compiles and develops information for special studies and reports from a variety of resources; collects, compiles and reports findings and recommendations.
- Uses computers to enter, prepare, and proofread drafts, labels, forms, envelopes, and a variety of documents, which may include complex correspondence, agendas, press releases, reports, and memos; prepares and distributes a variety of documents; creates logs, maps, databases, and forms; prepares and distributes public hearing notices; maintains accurate files and records.
- Orders supplies; creates purchase orders; prepares invoices for payment; monitors expenditures; submits demands for payment; sorts and distributes mail.
- Edits, updates and uploads current information to the Town website on a regular basis.
- Prepares time sheets for assigned department for full-time, part-time and contract employees.
- When assigned, reviews routine plans for compliance with Town standards and issues permits; collects permitting fees.
- Assists customers with applications for appropriate permits; ensures applications are complete; oversees application process and forwards applications to appropriate location; receives plans and forwards to the appropriate staff member; locates and retrieves specific documents and plans for the public; provides information regarding procedures and services, tracks applications in a database.

- Assists supervisor and managers with a variety of administrative operations; prepares, recommends and implements procedural modifications.
- Coordinates and assists in the development and administration of a department budget; prepares budget reports; compiles annual budget requests; monitors and classifies expenditures; tracks and reconciles bills; produces budget reports; researches and resolves discrepancies.
- Independently responds to letters, e-mail and general correspondence based on areas of assignment.
- Coordinates, compiles and drafts communications, as requested.
- Coordinates and sets up public hearings, meetings and workshops on a regular basis. This requires agenda preparation, meeting set-up (whether in person or in an online portal), preparation and distribution of meeting minutes and agenda packets, coordination with staff, and technical proficiency in running Zoom meetings and webinars to provide public access to meetings and provides support to staff to conduct the meetings.
- Assists in supporting other departments as needed; depending on assignment, may support contract staff.
- Builds and maintains positive working relationships with co-workers, other Town employees and the public using principles of good customer service.
- Performs related work as required.
- Create forms, documents and applications for the public.

## **QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

#### **Knowledge of:**

- Principles and practices of administrative and/or technical area to which assigned.
- Principles and practices of intermediate analytical research and project coordination.
- Principles of budget monitoring.
- Principles and methods of business letter writing and report editing and proofing.
- Town codes and ordinances related to assigned division/department.
- Records processing and maintenance procedures and systems.
- Preparation of complicated documents.
- Basic principles of mathematics.
- Applicable federal, state, and local laws, codes, and regulations.
- Methods and techniques of scheduling work assignments.
- Standard office procedures, practices and equipment.
- Modern office equipment, including a computer and applicable software.
- Methods and techniques for record keeping and report preparation and writing.
- Principles of effective customer service.
- Proper English, spelling and grammar.
- Occupational hazards and standard safety practices.
- Proficiency in Microsoft Word, Excel, PowerPoint and other software.
- Accounting principles, billing, invoicing and reconciliation.

#### **Ability to:**

- Independently perform a variety of technical duties including research, compilation and report development in support of assigned department or program.
- Collect, compile, analyze and present a variety of data in a meaningful way.
- Develop and implement various data collection and reporting systems.
- Apply and explain laws, rules, code and Town policies, procedures and regulations.

- Review budget submissions and revisions for mathematical and accounting accuracy.
- Understand and translate Town policies and practices into everyday working practices; make sound decisions with solid problem-solving methods.
- Review documents and operational procedures; interpret, identify, explain and problem solve issues and recommend corrective action.
- Obtain information through interview; handle multiple project assignments; and deal fairly and courteously with the public.
- Analyze situations quickly and objectively to determine proper course of action.
- Understand the organization and operations of the Town and of outside agencies as necessary to assume assigned technical responsibilities.
- Coordinate the development and monitoring of an assigned program project budget; project, track and reconcile expenses.
- Compose professional quality correspondence and letters; write highly technical, detailed and analytical reports.
- Read, understand, and review documents for accuracy and relevant information.
- Use applicable office terminology, forms, documents, and procedures in the course of the work.
- Read, understand, and explain zoning and building ordinances to approve and issue applicable permits and perform minor plan review.
- Meet critical deadlines.
- Perform mathematical calculations quickly and accurately.
- Read, interpret, and record data accurately.
- Organize, prioritize, and follow up on work assignments.
- Work independently and as part of a team and be a strong self-starter.
- Analyze a complex issue and develop and implement an appropriate response.
- Observe safety principles and work in a safe manner.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Ability to coordinate and collaborate in a team-like manner with both internal and external staff.

### **Education and Experience**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. Generally, this will require:

- Education: Sixty (60) units of college level coursework in an appropriate curriculum; two (2) years of additional qualifying experience may be substituted for thirty (30) college units.
- Experience: Four (4) years of significant, directly related administrative or support experience, preferably in a public setting.

### **License or Certificate**

A valid California Driver's License and a satisfactory driving record are conditions of initial and continued employment.