

**ADMINISTRATIVE ASSISTANT I
ADMINISTRATIVE ASSISTANT II**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under direction of assigned management or supervisory staff, performs a wide variety of responsible office support and administrative, technical, programmatic, and secretarial duties; exercising judgment and initiative. Relieves assigned staff of technical as well as general administrative details; and serves as a liaison with other City departments and staff, outside agencies, and the general public including information regarding department policies, procedures, and functions.

IDENTIFYING CHARACTERISTICS

The Administrative Assistant I is the entry- level class in the administrative support series. Incumbents work under close supervision. Positions at this level learn to provide a variety of responsible secretarial and routine administrative support to the assigned department. As experience is gained, the incumbent is granted more independence from supervision. This class is flexibly staffed with the Administrative Assistant II. Advancement to the II level is based on demonstrated proficiency in performing the assigned functions, the completion of minimum experience and educational requirements for the II level; and is at the discretion of higher level supervisory or management staff.

The Administrative Assistant II is full journey level class within the administrative support series. Incumbents work under general supervision. Employees within this class are distinguished from the Administrative Assistant I by the performance of the full range of assignments and duties. Positions in this class series are flexibly staffed and are generally filled by advancement from the "I" level, or when filled from outside, require prior experience. Advancement to the "II" level is based on management judgment that validates the performance of the full range of job duties.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Organizes and coordinates work activities; recommends improvements in work flow, procedures, and use of equipment and forms; implements improvements as approved; develops and revises office forms and report formats, as required.
2. Serves as contact and liaison for assigned functions and programs with other City departments and staff, the general public, and outside agencies and organizations; negotiates and resolves sensitive and controversial issues; explains, justifies, and defends programs, policies, and activities; supplies information concerning fees, permits, legal requirements, procedures, and services provided by City departments, refers callers to appropriate City staff for further assistance.
3. Collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; writes reports that present and interpret data, identify alternatives, and make and justify recommendations.
4. Provides information and forms and assists the public in filling out forms; collects, verifies, reviews, and processes materials, applications, records, and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports.

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5. Performs a wide variety of complex and responsible duties for assigned department and staff; relieves management staff of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.
6. Types, word processes, and proofreads a wide variety of reports, letters, memoranda, correspondence, and statistical charts; types from rough draft, verbal instruction, or transcribing machine; independently composes correspondence and reports related to assigned area of responsibility.
7. Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents; inputs corrections and updates; verifies data for accuracy and completeness.
8. May receive incoming telephone and voice radio calls; may generate service requests and maintain records of work completion for assigned department staff; dispatches field crews or inspectors to work sites and coordinates communication activities.
9. Maintains a calendar of activities, meetings, and various events for assigned staff; coordinates activities with other City departments, the public, and outside agencies; organizes meetings and makes room arrangements; directs and participates in coordinating and processing staff travel arrangements and prepares related expense reports.
10. Screens calls, visitors, and mail; provides information and assistance including responding to sensitive requests for information and assistance; research information related to City regulations and departmental policies; assists the public and other City staff in interpreting and applying City policies, procedures, codes, and ordinances.
11. Performs a full range of accounting related duties and responsibilities in support of assigned area; maintains a variety of accounting records, logs, and files including petty case, daily cash, and daily revenue records; process purchase orders and checks incoming orders, receives and processes fees, fines, and other money; prepares receipts and balances money received; deposits money; prepares rental agreements and reviews for correctness; coordinates and tracks accounts payable and accounts receivable; may prepare department payroll for processing; may assist in coordinating, developing, and monitoring the assigned budget.
12. Initiates, organizes, maintains, and controls access to complex filing systems and records including highly sensitive files; conducts periodic retention and purging of files in compliance with applicable guidelines.
13. Utilizes various computer applications and software packages; maintains and generates reports from a database or network system.
14. Maintains office equipment and facilities; requests and follows up on building maintenance and custodial services; operates and performs routine preventative maintenance on office machines and equipment; maintains supplies and inventories; order supplies as needed.
15. May provide staff support to committees or commissions including preparing agendas, packets, and related materials; prepares and coordinates publications, postings, and distribution of legal notices for public meetings and hearings, ensuring that legal requirements are met; may attend public meetings or hearings and be required to take and maintain minutes for such meetings.
16. Participates in special projects as assigned.
17. Performs related duties as required.

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QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operational characteristics, services, and activities of assigned functions, programs, and operations.
Basic functions and organization of municipal government.
Work organization principles and practices.
Modern office procedures, methods, and equipment including computers.
Computer applications such as word processing, spreadsheets, and statistical databases.
Principles and practices of fiscal, statistical, and administrative research and report preparation.
Principles of business letter writing and report preparation.
Methods and techniques of public relations.
Principles and procedures of record keeping.
English usage, spelling, grammar and punctuation.
Pertinent federal, state, and local laws, codes, and ordinances.
Administrative procedures affecting inventory, purchasing, accounting, and personnel/payroll transactions.

Ability to:

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
Understand, interpret, and apply administrative and departmental policies and procedures as well as pertinent laws, regulations, and ordinances.
Perform responsible programmatic and administrative duties involving the use of independent judgment and personal initiative.
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Research, compile, analyze, and interpret data.
Read, understand, and review documents for accuracy and relevant information.
Use applicable office terminology, forms, documents, and procedures in the course of the work.
Make accurate arithmetic calculations in the receipt of moneys
Meet critical deadlines
Prepare a variety of clear and concise administrative and financial reports.
Implement and maintain filing systems.
Independently prepare correspondence and memoranda.
Courteously respond to requests and inquiries from the general public.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Exercise good judgment in maintaining critical and sensitive information, records, and reports.
Operate and use modern office equipment including a computer and various software packages.
Type and enter data at a speed necessary for successful job performance.
Take and transcribe dictation at a speed necessary for successful job performance.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

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Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Administrative Assistant I

Education/Training:

Equivalent to the completion of the twelfth grade. Specialized general office and clerical training is highly desirable.

Experience:

Two years of responsible clerical experience involving a high level of public contact.

Administrative Assistant II

Education/Training:

Equivalent to the completion of the twelfth grade. Additional specialized course work in public administration, business administration, or a related field is desirable.

Experience:

Three years of increasingly responsible administrative, secretarial, and clerical experience including two years as a secretary or two years as an Administrative Assistant I in the City of Suisun City.

License or Certificate:

Possession of, or ability to obtain, an appropriate driver's license may be required for some positions.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment; may be required to attend meetings outside of standard working hours.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Administrative Assistant I – Established 2006; Abolished 2021
Administrative Assistant II – Established 2006; Abolished 2021

Administrative Assistant I/II Flexibly Staffed Established: August 2021