



ADMINISTRATIVE ASSISTANT I/II

DEFINITION

Under immediate direction (Administrative Assistant I) or general (Administrative Assistant II) direction, performs highly responsible, confidential, and complex administrative and secretarial office support functions for a Department or Division. Prepares letters, reports, records, and ensures accuracy, completeness, and compliance with established standards. Makes appointments and coordinates meetings. Fills in as Secretary for board meetings on an as needed basis; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate direction (Administrative Assistant I) to general direction (Administrative Assistant II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Administrative Assistant I: This is the entry-level classification in the Administrative Assistant series. Initially under close supervision, incumbents learn and perform administrative and secretarial office support functions for a Department or Division. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Administrative Assistant II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Administrative Assistant II: This is the fully qualified journey-level classification in the Administrative Assistant series. Positions at this level are distinguished from the Administrative Assistant I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Administrative Assistant class series are flexibly staffed; positions at the Administrative Assistant II level are normally filled by advancement from the Administrative Assistant I level; progression to the Administrative Assistant II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Administrative Assistant II level.

EXAMPLES OF TYPICAL 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 where appropriate so qualified employees can perform the essential functions of the job.

Positions at the Administrative Assistant I level may perform some of these duties and responsibilities in a learning capacity.

- Performs a variety of professional and administrative functions involved in the operation of the assigned department; researches, prioritizes, and addresses incoming issues and concerns; provides information and handles issues which may require sensitivity.
- Composes, formats, edits, revises, proofreads, and prints a variety of documents including correspondence, memoranda, agreements, contracts, legal documents, personnel action forms, reports, policies, informational materials, ordinances, resolutions, staff rosters, technical charts and tables, and other materials; types from rough notes, drafts, dictation, modified standard formats, and brief oral instructions; develops, revises, and maintains standardized and master documents; assists in designing and producing technical information handouts.
- Assists customers; responds to requests and complaints from customers and the public; refers complaints to appropriate staff and/or takes or recommends action to resolve the complaint.
- Organizes and coordinates appointments, meetings, seminars, conferences, and training sessions for department staff; creates staff schedules and calendars; initiates travel arrangements and itineraries for staff; maintains training spreadsheets and certifications for staff.
- Assists with tracking expenditures for the department/division budget; provides cost estimates and recommendations for budgetary allocations during the fiscal year; updates and maintains progress payment spreadsheets for various projects; balances budget accounts.
- Prepares and processes various invoices and reimbursements for payment, processes employee certification renewals.
- Prepares and executes contracts ensuring insurance documentation meets District requirements; processes encroachment permits for the District; processes payments and maintains records.
- Attends pre-bid and pre-construction meetings for projects; takes notes and ensures sign-in sheets and waivers are complete; organizes and maintains contracts, bid documents, proposals, and related information; scans and uploads documents.
- Creates and maintains data files in spreadsheet and database formats; generates periodic and regular reports and documents; participates in the maintenance of department records; develops forms and documents.
- Cross-trains and provides administrative support in other functional areas as required based on workload and for coverage during staff absences.
- Purchases supplies and materials in accordance with District policies.
- Creates, organizes, and maintains department records; directs and/or participates in implementing the department's record retention program in accordance with the District's records destruction policy; organizes and maintains databases and determines how information can be extracted for various department reports.
- Assists in responding to Public Records Act requests for assigned area and ensures timely response.
- Acts as backup for the Executive Assistant on an as needed basis for Board meetings and the Board of Directors; participates in special projects, internal projects and meetings as directed.
- Applies a variety of database, spreadsheet, word processing, and graphics software programs and functions for departmental and division reports.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Positions at the Administrative Assistant I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Organization and function of special districts, including the role of a Board of Directors and commissions.
- District-wide as well as departmental and divisional rules, practices, policies, programs, principles, processes, and labor agreements applicable to departmental operations.
- Water and wastewater related services.
- Administrative principles and practices, including goal setting, time management, prioritization of tasks, and project management.
- Rules and procedures governing the notice and conduct of public meetings, agenda preparation and distribution requirements for the District Board.
- Applicable federal, state, and local laws, rules, and regulations.
- Statistical and record keeping methods.
- Records management, records retention, and destruction, and filing methods, policies, procedures, and practices.
- Research techniques, methods, and procedures, including the use of department databases.
- Business arithmetic.
- Principles and practices of data collection, database input, maintenance, querying, and report preparation.
- Principles and practices of sound business communication.
- Writing and editing skills, including proofreading, grammar checking, and formatting of memoranda, templates, policies, and procedures.
- Purchasing, accounting, and budgeting practices and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Prepare agendas, minutes, and records for the Board or other groups.
- Perform a variety of complex and responsible administrative support work with speed and accuracy.
- Attend meetings; take notes and prepare minutes.
- Perform research and prepare documents and reports.
- Effectively represent the District, including its programs and policies with the public.
- Enter and retrieve data from a computer system and prepare written materials with enough speed and accuracy to perform the work.
- Understand and follow oral and written directions.
- Provide excellent customer service and resolve public concerns and complaints.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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:

Education:

- Administrative Assistant I/II: Possession of a high school diploma or G.E.D. required.

Experience:

- Administrative Assistant I: One (1) year of administrative support work, preferably for a high-level administrator, executive, or Board.
- Administrative Assistant II: Three (3) years of increasingly responsible administrative support work, preferably for a high-level administrator, executive, or Board.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

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 in work areas 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 CONDITIONS

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.