



ADMINISTRATIVE ASSISTANT I/II

FLSA Status: Non-exempt
Bargaining Unit: Teamsters
Revised: February 2016

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.

GENERAL DEFINITION

Administrative Assistant I: This is the entry-level class in the Administrative Assistant series. Initially under close supervision, incumbents with basic clerical experience perform basic administrative and office support duties. As experience is gained, assignments become more varied and are performed with greater independence. 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. Eventually, positions will attain a level of experience to receive only occasional instruction or assistance as new or unusual situations arise and where they are fully aware of the operating procedures and policies of the work unit. This class is alternately staffed with the Administrative Assistant II and incumbents may advance to the higher-level class after gaining the knowledge, skills, and experience that meet the qualifications for and by demonstrating the ability to perform the work of the higher-level class.

Administrative Assistant II: This is the full journey-level class in the office support series. Incumbents at this level are capable of performing the full range of advanced clerical and office support duties. 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. This class is distinguished from the Administrative Assistant III in that the latter performs more advanced technical and specialized administrative support duties requiring additional training and/or experience, including functioning as personal administrative assistant to a department head and may provide lead supervision to lower-level office support positions.

ESSENTIAL FUNCTIONS

Essential functions may include, but are not limited to, the following:

- Performs a wide variety of clerical duties to support District operations, including filing, preparing records and monthly reports, creating project and department files, updating department websites, and preparing and processing purchase orders and invoices.

- Composes, types, formats, proofreads, and processes a variety of documents, including letters, memos, agendas, reports, statistical charts, and forms from rough drafts, recordings or verbal instructions; checks drafts for punctuation, spelling, and grammar and suggests corrections.
- Performs reception and customer service duties; answers telephone and in-person inquiries; provides information on departmental policies and procedures; resolves problems related to assigned responsibilities; refers callers to appropriate staff as necessary.
- Maintains and updates District record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases, as required.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies District policies and procedures in determining completeness of applications, records, and files.
- Compiles information and data for basic administrative and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Issues, receives and processes various applications, orders, permits, contracts, and other forms.
- Accepts payment of fees, processes claims and invoices, creates purchase orders and processes petty cash reimbursements.
- Receives, sorts, and distributes incoming and interdepartmental mail and correspondence; prepares and distributes outgoing mail.
- Operates standard office equipment, including job-related computer hardware and software applications, fax machine, scanner, printers, copiers, calculators, and telephones; may operate other department-specific equipment; may place equipment maintenance calls.
- Schedules District facilities; arranges for necessary set-up, materials, and equipment to be available at meetings, as necessary.
- Monitors and orders office and other related supplies.
- Gathers, assembles, updates, and distributes a variety of District-specific information, forms, records, and data as requested.
- Maintains attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs other general clerical duties related to assigned functional area or department.

QUALIFICATIONS

Knowledge of:

Administrative I:

- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles and practices of data collection and report preparation.
- Proper grammar, spelling, punctuation, and business correspondence formatting.
- Filing and record-keeping systems.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.
- District practices, policies and procedures

Ability to:

Administrative Assistant I/II:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn and apply the District's organization, policies, procedures and operating details.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate routine mathematical computations.
- Perform responsible administrative and clerical support work with accuracy, speed, and minimal supervision.
- Enter and retrieve electronic data with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Communicate information clearly and concisely.
- Establish and maintain effective working relations with District staff, outside agencies and the general public.

MINIMUM QUALIFICATIONS

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:

Education:

High school graduation or tested equivalent.

Experience:

Administrative Assistant I: One (1) year of general clerical experience including some basic computer use.

Administrative Assistant II: Two (2) years of general clerical experience, including one (1) year of experience comparable to that of the District's Administrative Assistant I.

LICENSES AND/OR CERTIFICATES

Possession of or ability to obtain and maintain a valid Class C California driver's license at time of employment.

PHYSICAL DEMANDS:

These functions may be performed with or without reasonable accommodation:

- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity and accuracy.
- Sit at a desk and in meetings on a continuous basis for long periods of time.
- Intermittently twist and bend to reach equipment in work area.
- Perform simple gripping, grasping and fine manipulation; in addition, perform repetitive keystrokes on both a computer keyboard and 10-key adding machine.
- Use a telephone and communicate through written and electronic means.
- Lift and carry weight of 20-pounds or less of varying period of time
- See in the normal vision range with or without correction.
- Hear in the normal range with or without correction.

WORKING ENVIRONMENT:

Work is performed indoors in a carpeted and air-conditioned office environment with natural and fluorescent lighting and moderate noise level. Some movement is required from office to office and there is exposure to external environment when going to outlying offices and meeting. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.