



ADMINISTRATIVE ASSISTANT I/II

DEFINITION

Under immediate or general supervision, performs a variety of administrative, secretarial, and office support duties of considerable complexity, requiring thorough knowledge of the assigned department, division, or program, its procedures, and operational details; provides administrative support to various departmental staff; composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry and organization, telephone and counter reception, processing of invoices, recordkeeping, statistical and technical report preparation, and filing; provides information to the public and County staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate or general supervision from assigned supervisory or management personnel. Exercises no direct supervision of 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 routine administrative, secretarial, or clerical duties. 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 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. Incumbents at this level possess a comprehensive, authoritative understanding of all departmental functions and professional activities, and provide support to professional-level staff in the completion of their duties, in addition to completing complex clerical assignments including taking and transcribing meeting minutes and assisting in department-related projects and programs. Positions at this level are distinguished from the 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 and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides administrative support to an assigned supervisor or manager in the daily management of operations.

- Prepares, types, and/or processes various documents requiring professional knowledge of the department, division, or program functions, which may include, but are not limited to, permits, licenses, applications, vouchers, claims, meeting agendas and minutes, correspondence, periodic reports, contracts, agreements, legal/official documents, bid documents, etc.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as meeting secretary, including preparing agendas and informational packets, setting up meeting and training rooms, and taking and transcribing minutes for assigned meeting, boards, and commissions; prepares complex departmental agenda items and packets for Board of Supervisor or other committee, commission meetings.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, statistical and analytical reports, organization charts, program plans, and correspondence for department staff from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material using a computer; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Performs various accounting/bookkeeping work, which includes verifying or computing financial data, preparing billing invoices, processing accounts payable/receivable, preparing financial reports and statements, maintaining and balancing accounts, preparing bank deposits, processing payroll, etc.
- May perform various duties associated with personnel administration, which may include establishing and maintaining confidential employee records, coordinating required pre-employment testing, conducting new employee orientations, and processing related paperwork.
- Prepares, copies, collates, and distributes a variety of documents, including agendas, bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in departmental or central files.
- Organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, files, and report summaries; retrieves information from systems as required.
- Gathers, assembles, updates, and distributes a variety of department-specific information, documents, forms, records, and data as requested; researches records within areas of responsibility to prepare and provide follow-up information to customer and staff inquiries.
- Communicates with officials and staff of other departments and agencies to obtain and relay information and to coordinate activities.
- Receives and responds to inquiries, in oral or written form, from the public or other agencies concerning department/division operations.
- Performs other clerical/administrative work as required, which may include but is not limited to copying documents, filing/retrieving files, reviewing and processing mail, faxing information, answering the telephone, scheduling appointments and meetings, maintaining calendars, maintaining inventory of supplies and materials, etc.
- Prepares and distributes outgoing mail; receives shipments; compares packing slips with received goods; matches invoices with packing slips to ensure accuracy.
- Organizes, coordinates, and attends various meetings and training as required or appropriate.
- Completes special projects as assigned.
- Performs related duties as assigned.

QUALIFICATIONS

Some knowledge and abilities may be performed by positions at the entry (I) level in a learning capacity.

Knowledge of:

- Business administrative policies and procedures.
- County and department programs, goals, and policies and procedures of the assigned department/division.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report generation.
- Methods of preparing and processing various records, reports, forms, and other documents particular to assigned department or program.
- Recordkeeping, report preparation, and filing systems and methods.
- Financial recordkeeping and budget preparation.
- Business arithmetic, including percentages and decimals.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County 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.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform difficult and complex administrative statistical and functional work involving the use of considerable independent judgment.
- Maintain confidentiality of information received.
- Understand scope of authority in making independent decisions.
- Gather and compile department/division-specific information from a variety of sources.
- Prepare, review, and present reports, recommendations, and other correspondence and communications in a clear and concise manner.
- Understand and follow complex oral and written instructions.
- Organize and maintain accurate files and records.
- Type accurately at speeds necessary for successful job performance.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, Schedule and coordinate projects, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, 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.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Administrative Assistant I: Equivalent to graduation from high school, and two (2) years of increasingly responsible clerical experience at a level equivalent to the County's class of Office Assistant II.

Administrative Assistant II: Equivalent to graduation from high school, and three (3) years of increasingly responsible office support experience, or two (2) years at a level equivalent to the County's class of Administrative Assistant I.

Licenses and Certifications:

- Some positions may require the possession of a valid Driver's License and maintain a satisfactory driving record.

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, before groups, and over the telephone. This is primarily a sedentary office classification although standing 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. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

WORKING CONDITIONS

May be required to attend boards/commission/committee meetings outside of regular work hours. If assigned to a Law and Justice Department, incumbents must pass a thorough background investigation.