

ADMINISTRATIVE ASSISTANT I / II / III

DEFINITION

Under general supervision and depending on classification level, to perform a variety of difficult and complex secretarial and administrative support tasks for various functions of assigned department; and to perform related duties as assigned.

CLASS CHARACTERISTICS

Administrative Assistant I is the entry-level classification in the County's Administrative Assistant series. Initially under close supervision, incumbents learn and perform a wide range of administrative support and general clerical duties requiring knowledge of departmental and County procedures. This class is flexibly staffed with Administrative Assistant II, and incumbents normally advance to the higher level after gaining experience and achieving proficiency which meet the requirements for Administrative Assistant II.

Administrative Assistant II is the fully qualified, journey-level class in the series, competent to perform a variety of administrative support and clerical duties. Incumbents perform tasks and work with only occasional instruction or assistance within a framework of established procedures. Specific duties and scope of responsibility will vary with the organizational unit to which assigned.

Administrative Assistant III is the advanced journey-level classification in the series. Incumbents perform the more complex and difficult clerical, technical and administrative support work requiring specialized program knowledge and skills and the use of a high degree of independent judgment. Positions at this level in the class series are critical to the effective and efficient operation of the department to which assigned.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following:

- Performs advanced, varied and responsible office and administrative support duties to assist in the coordination, processing and completion of routine and/or confidential operations within assigned department.
- Provides direct secretarial support to one or more professional or management positions in assigned department; may provide staff support to a specific board or commission.
- Gathers information from a variety of sources for the completion of forms or preparation of reports; contacts individuals to obtain additional information.
- Processes various forms, records, applications, claims, permits, or other documents specific to the organizational unit; creates forms to facilitate work as needed.

- Types various documents from drafts, notes, dictated tapes or brief instructions, which may include correspondence, reports, records, forms, notices, meeting minutes, manuals, contracts, specifications, proposals, official documents, legal documents, etc.; may compose routine correspondence and other documents as required.
- Edits, proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.
- Establishes, maintains and updates accurate, complete administrative, personnel, financial, statistical, patient, client and/or program records.
- Establishes, organizes and maintains complex department filing and retrieval systems; adheres to established records retention schedules.
- May prepare records for and/or perform the microfilming of County records.
- Enters and retrieves computer data; generates routine computer reports and/or spreadsheets.
- Schedules appointments, procedures, activities, meetings, hearings, etc., as required.
- Makes meeting, conference, travel and accommodations arrangements as requested for department staff.
- May assist in the preparation of overall department or program budgets.
- Orders, stores and issues department supplies and materials; may prepare bid documents.
- May perform various bookkeeping tasks, which may include but are not limited to calculating monies due, preparing billing invoices, collecting and receipting monies, processing reimbursements, processing claims for payment, posting and transcribing financial data, preparing bank deposits, maintaining and balancing accounts, transferring funds, processing department payroll, etc.
- Assists in coordinating office activities with those of other departments and agencies as necessary.
- Greets and assists office visitors; answers the telephone; provides accurate information and/or forwards calls to appropriate staff person; takes messages as necessary. May use radio equipment to communicate with field personnel.
- Provides information and assistance to County staff, other agency personnel, and the public, requiring the understanding of policies, procedures or rules; provides professional and courteous customer service at all times.

- May provide training and lead direction of new, temporary or part-time staff as assigned.
- Coordinates, monitors and/or expedites the completion of special projects, assignments and activities.
- Attends various meetings and training as required or appropriate.
- Performs other routine clerical support work as required, which may include but is not limited to copying documents, filing / retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, etc.
- Operates a variety of standard office equipment, which may include computers, printers, typewriter, copier, adding machine, postage machine, fax machine, paper shredder, telephone, dictation machine, microfilm camera and reader, etc.

MINIMUM QUALIFICATIONS

Knowledge of:

Administrative Assistant I:

Basic clerical practices and procedures, including the use of office equipment.

Record-keeping, report preparation and filing systems and methods.

Correct English usage, including spelling, grammar, punctuation and vocabulary.

Basic business arithmetic.

Basic bookkeeping methods and procedures.

Administrative Assistant II and III: (In addition to the above requirements)

County and department policies and procedures.

Laws, codes and regulations governing operations of the department to which assigned.

Programs, goals and purpose of the assigned department.

Modern office technology, including the use of computers for word and data processing.

Methods of preparing and processing various records, reports, forms and other documents peculiar to assigned department or program.

Records management programs, procedures and processes.

Complex indexing, filing and record-keeping methods.

Business letter writing and the standard format for typed materials.

Ability to:

Administrative Assistant I:

Learn, understand, interpret and apply pertinent laws, codes, regulations, policies and procedures, and standards.

Perform detailed clerical work accurately.

Learn specialized processes, procedures and office support tasks related to the department to which assigned.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

Understand and follow oral and written instructions.

Maintain accurate records and files.

Alphabetize or numerically / chronologically sort materials.

Maintain confidentiality as required.

Type accurately at speeds necessary for successful job performance.

Learn and use a variety of computer software programs, including word processing, data processing and accounting programs.

Safely operate basic office equipment.

Receive the public in person or over the telephone.

Deal tactfully and effectively with persons contacted in the course of work, including those of diverse socio-economic and cultural backgrounds.

Perform required mathematical computations accurately.

Administrative Assistant II: (In addition to the above requirements)

Research and compile a variety of information and materials.

Use computers effectively for word and data processing.

Compose routine correspondence from brief instructions.

Perform a variety of records management assignments.

Use initiative and sound, independent judgment within established guidelines.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

Professionally handle a significant amount of sensitive and/or confidential information or materials as required.

Administrative Assistant III: (In addition to the above requirements)

Analyze and resolve office administration situations and problems.

Perform highly complex and varied clerical / administrative work involving significant independent judgment.

Education: (for all three levels)

High school diploma or GED equivalent.

Experience:

Administrative Assistant I:

One year of clerical experience.

Administrative Assistant II:

Two years of progressively responsible clerical experience.

Administrative Assistant III:

Four years of progressively responsible clerical experience.

Other Requirements:

Possession of a valid California driver's license.

Proficiency in the use of word processing software in common use in local government, such as Corel WordPerfect and Microsoft Word.

TYPICAL PHYSICAL REQUIREMENTS

The physical demands described here 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 functions.

Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move objects weighing up to 10 pounds frequently and 25 pounds occasionally; use hands to finger, handle or feel objects, tools, or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen. Tasks may involve extended periods of time at a keyboard or workstation.