



ADMINISTRATIVE ASSISTANT I

DEPARTMENT: VARIOUS
Grade 15

CHARACTERISTICS OF THE CLASS:

Under direction of an administrative superior, performs a wide variety of generalized clerical and administrative work. Knowledge of the department and excellent keyboard skills are crucial to this position. Duties may include secretarial tasks and public contact work. The incumbent may supervise one to three (1-3) office support staff. Incumbents must use discretion in decision making and policy interpretation. Work is reviewed through conferences and written reports for results obtained and adherence to established policies and procedures.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Requisitions supplies and equipment; prepares budgets and payroll; checks operating reports for accuracy and conformance to policies and standards; updates publications.
2. Types correspondence, invoices, statements, reports, and other materials from copy, dictaphone or shorthand notes; composes and type letters, memoranda, minutes, and notices.
3. Operates a computer, photocopier, adding machine, switchboard, dictaphone, printer, calculator, facsimile machine, or typewriter.
4. Maintains specialized manual or automated filing systems; maintains appointment calendar; collects monies.
5. Responds to telephone, two-way radio or in-person inquiries; greets the general public; provides information on departmental services and functions; directs callers.
6. Researches, collects, and compiles data for administrative and annual reports, agendas, bulletins, questionnaires and agreements; makes varied arithmetical computations on material assembled.
7. Supervises, assists, trains and directs clerical personnel; schedules and reviews the work assignments of the department staff; develops and revises procedures; recommends hiring, discipline, and promotion actions.

NOTE:

The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS:

A. Training and Experience:

High School Diploma or GED; supplemented by three (3) years of responsible secretarial experience, including some supervisory experience, plus college level course work in business, public administration, computer applications or a related field; or an equivalent combination of training and experience. An Associates Degree in Business or a related field may substitute for two (2) years of the experience requirement. Requires excellent keyboard skills as directed by departmental needs. Experience must have included the use of computers and standard software applications such as Word and Excel.

B. Knowledge, Abilities and Skills:

Knowledge of modern office terminology, methods, practices and procedures.

Knowledge of modern information systems and software.

Knowledge of business English and arithmetic.

Knowledge of departmental and municipal rules, regulations, policies, and procedures.

Ability to understand and follow complex oral and written instructions.

Ability to establish and maintain effective working relationships with fellow employees, superiors, subordinates, and the general public.

Ability to make decisions and interpretations in accordance with established rules, policies, and procedures.

Ability to supervise a group of subordinates in a manner conducive to full performance and high morale.

Ability to communicate information tactfully and impartially.

Skill in the use of modern office equipment.

C. Physical Requirements: 2

D. Environmental Requirements: 1

E. Sensory Requirements: 3,8,9