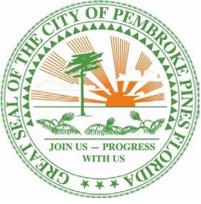


ADMINISTRATIVE ASSISTANT II



DEPARTMENT: VARIOUS

Grade 16

CHARACTERISTICS OF THE CLASS:

Under direction of a department director, performs advanced clerical and diverse administrative work. Extensive knowledge of the department and excellent keyboard skills are crucial to this position. Duties include a variety of specialized secretarial tasks and heavy public contact work. The incumbent may supervise up to ten (1-10) office support staff. Incumbents have broad latitude in decision making and can answer most policy questions without review by a superior. Work is reviewed through conferences and written reports for results obtained.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Approves the requisition of supplies and equipment; prepares payroll; assists with budget preparation; monitors expenditures; checks operating reports for accuracy and conformance to policies and standards; updates publications and manuals.
2. Composes, edits, and prepares correspondence, invoices, statements, permits, reports, and other departmental documents.
3. Operates a computer, photocopier, Dictaphone, printer, calculator, microfiche, facsimile machine, or typewriter.
4. Designs and maintains specialized filing systems; maintains appointment calendar; coordinates special projects or committees as directed by superior.
5. Responds to telephone, two-way radio or in-person inquiries; greets the public, contractors, and city officials; answers various inquiries personally; provides information on departmental services and functions; assists staff with customer complaints.
6. Directs research, collection and compilation of data for annual and administrative reports, agendas, bulletins, questionnaires, agreements, plans, and documents.
7. Supervises, assists, trains and directs clerical personnel; schedules and reviews the work assignments of department staff.
8. Develops and revises office procedures; recommends hiring, discipline, and promotion actions; approves overtime, sick leave, and vacations.
9. Acts as liaison between the departments' superior and subordinates, and the general public.

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 five (5) years of progressively responsible departmental work experience, including one (1) year at a supervisory level, plus college level course work in business or public administration; or an equivalent combination of training and experience. A Bachelor's Degree in Business Administration, Public Administration or a related field plus one (1) year of extensive departmental experience may substitute for the experience requirement. Experience must include the use of computers and standard software applications such as Word and Excel. Requires excellent keyboard skills as directed by departmental need.

B. Knowledge, Abilities and Skills:

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

Knowledge of modern information systems, spreadsheets, database management and software.

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

Knowledge of modern management practices and principles.

Ability to understand and follow complex oral and written instructions.

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

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

Ability to direct and 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 operation of modern office equipment.

Skill in preparing and working within the constraints of a budget.

C. Physical Requirements: 2

D. Environmental Requirements: 1

E. Sensory Requirements: 8, 9