

City of South San Francisco
Human Resources Department

Administrative Assistant I
Class Description

Definition

Under general supervision, provides varied, complex, and occasionally confidential office administrative and secretarial support to a division head, a major program or a major function for division heads and related professional and supervisory staff; provides support to a Board or Commission; and does related work as required.

Distinguishing Characteristics

This is a divisional secretarial classification, coordinating the office administrative work of a division, major program, or major function in addition to personally performing multiple secretarial and office support duties to ensure the efficient service provision of division management and associated professional and supervisory staff. Responsibilities require the use of tact and independent judgement as well as knowledge of division and department activities. This class is distinguished from the Administrative Assistant II in that the latter normally provides office administrative and secretarial support to a department or the City Manager and in that the work of Administrative Assistant II requires a greater knowledge of City-wide activities and functions as well as the policies and procedures of a department with multiple divisions.

Typical and Important Duties

1. Ensures that the office administrative functions of the division are effectively carried out.
2. Performs difficult, complex, technical, and/or specialized office support work, which requires the exercise of independent judgment and the application of technical skills.
3. Supports a board or commission by attending the meetings and taking minutes, preparing and distributing agendas and agenda packets, following noticing requirements, and ensuring compliance with the Brown Act, following established procedures.
4. Follows-up after board and commission meetings to ensure that actions and directions are accomplished.
5. Maintains a calendar and coordinates the schedule of the manager and associated professional and supervisory staff with those of other City management staff, commission, or committee staff, representatives of other organizations, and the public; makes travel arrangements as required.
6. Arranges meetings by scheduling rooms, notifying participants, preparing agendas, ensures that information is compiled and duplicated; may arrange for food and beverages, and may take and prepare summary or action minutes of such meetings.
7. Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, preparing contracts and agreements, arranging for equipment purchase and maintenance, and serving on various task forces and committees.

8. Follows-up after City Council meetings to ensure that actions and directions are accomplished.
9. Processes bills and invoices for payment ensuring its coded to the correct line item budget; prepares and transmits a variety of financial documents, including payroll; assists in budget preparation and maintains records of purchase orders, payroll, expense statements, and other fiscal transactions.
10. Receives and screens visitors and telephone calls; provides information to City staff, other organizations, and the public, which requires the use of judgment and the interpretation of policies, rules, and procedures.
11. Serves in a relief or cross-trained basis in a variety of departmental assignments.
12. Prepares detailed and occasionally confidential correspondence, reports, forms, and specialized documents related to the division to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with City, departmental, and divisional policies and correct formatting and English usage, including grammar, punctuation, and spelling.
13. Prepares and updates a variety of periodic and special narrative, accounting, database, and statistical reports.
14. Receives and processes a variety of legal and other documents related to the official functions of the City; may serve as a Deputy City Clerk for the receipt of official documents and related purposes.
15. Establishes and maintains office files; researches and compiles information from such files; purges files as required.
16. Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate a two-radio or other department-specific equipment.
17. Plans, assigns, and reviews the work of assigned office support staff; provides for their training in work procedures; provides input into selection; may evaluate staff.
18. Obtains supplies and materials, reconciles monies for bank deposits, and delivers or obtains materials from various City offices or locations.
19. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Codes, regulations, policies and procedures related to the work to which assigned.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, presentation, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.

- Techniques for dealing effectively with the public and City staff, in person and over the telephone.

Ability to:

- Learn and apply relevant components of the Brown Act for boards or commissions.
- Provide varied, responsible, and occasionally confidential secretarial and office administrative work requiring the use of independent judgement.
- Interpret and implement policies, procedures, and computer applications related to the work.
- Analyze and resolve office administrative and procedural problems.
- Compose correspondence and reports independently or from brief instructions.
- Record and transcribe official minutes of meetings.
- Establish, maintain, and research files.
- Make accurate arithmetic and statistical calculations.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment within established procedural guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Direct the work of hourly or contract support staff on a project or day-to-day basis.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Learn basic lead and supervisory principles and practices.
- Direct the work of support staff on a project or day-to-day basis; plan, assign, and review the work of assigned staff; train staff in work procedures.
- Take a proactive approach to customer service issues.
- Recommend process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Word processing and working with a variety of computer applications with sufficient speed and accuracy to perform assigned work.
- Entering and retrieving data from a computer with sufficient speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Three years of progressively more responsible office support, secretarial, or general clerical experience, including experience in dealing with the public.

Training:

Equivalent to graduation of high school, including or supplemented by courses in word processing, computer operation, and office practices. Six months of additional experience as described above may be substituted for the supplemental training.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.
- Specified positions may be required to obtain and maintain certification as a Notary Public.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; mobility to work in a typical office setting to use standard office equipment; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; lift and carry 35 pound boxes, files, and materials.

Work environment:

Work in a standard office setting. Specified positions may require extended hours, off-shifts, or weekends; attend evening or weekend meetings or participate in specific projects or programs on evenings and weekends.

Ability to:

Travel to different sites and locations.

Additional Information:

- Approved: July 2000
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- Former Titles: Secretary I
- Abolished:
- Bargaining Unit: Confidential
- DOT: No
- Status: Classified/non-exempt
- Job Code: O315