

## **ADMINISTRATIVE ASSISTANT I**

### **DEFINITION**

Under general supervision, to coordinate and perform a wide variety of administrative support work in an assigned City department; to provide support work for designated management and/or administrative staff; to perform difficult and specialized office support, information gathering, information preparation, and public relations assignments; and to do related work as required. Serves as Disaster Service Worker. FLSA Status: Non-exempt.

### **DISTINGUISHING CHARACTERISTICS**

This is the first working level in the Administrative Assistant class series. Incumbents perform a variety of specialized office and administrative support assignments. This level is distinguished from the next higher level of Administrative Assistant II by the scope of administrative support responsibilities performed and the level of responsibilities delegated by management staff. When an incumbent becomes familiar with City policies and procedures, demonstrates good sustained work performance, and meets qualifications, he/she may be promoted to the Administrative Assistant II level.

### **REPORTS TO**

The management position which is responsible for the service area to which the position is assigned.

### **CLASSIFICATIONS SUPERVISED**

This is not a supervisory classification.

### **ESSENTIAL FUNCTIONS**

Performs a variety of administrative support work for assigned City management position(s); gathers information and performs special projects; performs fiscal support assignments; performs public information and relations assignments including receiving office visitors and telephone callers and providing comprehensive information about department policies, functions, and procedures; receives and handles public complaints; develops and processes activity reports; develops information systems and prepares distribution forms related to department functions; schedules appointments, tours, and demonstrations; may provide explanations of City codes and ordinances; may maintain department and/or work unit payroll information for submission to finance; maintains permit and insurance data; prepares and distributes bills related to department functions; develops and prepares special reports; creates forms; may receive and distribute department and/or work unit mail; types or uses a word processing program to prepare a variety of documents; inputs data into computer records and generates

reports; and operates a variety of office equipment. Takes notes from dictation and accurately transcribes them; transcribes from tape recording; may take minutes of meetings of City commissions, committees, or agencies to which assigned and performs clerical work for such organizations; and composes and prepares letters, memoranda, reports, agendas, minutes, and other materials from marginal notes and verbal or written instructions, subject to review. May be required to attend night and weekend meetings.

**TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment including computer, telephone, calculator, copiers, postage machine, radio, and FAX.

**TYPICAL WORKING CONDITIONS**

Work is normally performed in an office environment; frequent contact with other staff and the public.

**MINIMUM QUALIFICATIONS****Knowledge of:**

- Standard office equipment operation.
- City and department policies, rules, and regulations.
- Establishment and maintenance of files and information retrieval systems.
- Modern office methods and procedures.
- Fiscal record keeping methods and procedures.
- Proper English usage, spelling, grammar, and punctuation.
- Personal computers and software applications related to administrative support work.

**Ability to:**

- Spell correctly and use proper English.
- Understand and carry out oral and written direction.
- Type at a net speed of 40 words per minute.
- Perform a wide variety of specialized office and administrative support work for an assigned department and management/supervisory staff.
- Interpret, explain, and apply City and department policies, rules, and regulations.
- Work with considerable independence and initiative while exercising good judgment in recognizing scope of authority.
- Gather, organize, analyze, and present a variety of data and information.
- Prepare clear, concise, and accurate records and reports.
- Prepare public relations and informational material.

- Use a personal computer and appropriate software for word processing and support work.
- Deal tactfully and courteously with the public, representatives of other agencies, and other City staff when explaining the functions and policies of the department where assigned.
- Establish and maintain cooperative working relationships.

**Training and Experience:**

- Two (2) years of increasingly responsible work experience performing a variety of office and administrative support work including substantial experience in a position requiring public/customer contact.

**SPECIAL REQUIREMENTS**

- Some positions may have additional department requirements.

**Education:**

- Equivalent to graduation from high school.

**License:**

- Possession of a valid California driver's license.

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