

FINAL DRAFT

**ADMINISTRATIVE ASSISTANT I/II
Salary Grade 102/140**

DEFINITION

Under immediate (Administrative Assistant I) to general (Administrative Assistant II) supervision, performs a variety of office support duties which may include confidential office administrative and technical office support to District management, professional, and support staff; performs technical support work related to various departments and divisions; provides information and assistance to the general public as required; and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Administrative Assistant I) to general (Administrative Assistant II) supervision from higher level management and supervisory staff. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

Administrative Assistant I is the entry-level class into the Administrative Assistant class series responsible for providing direct administrative support to District operations. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions at the Administrative Assistant II level, and do not exercise the same level of independent direction and judgment in matters related to work procedures and methods. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. This classification is distinguished from the Administrative Assistant II in that the latter classification is responsible for performing the full range of duties assigned to the series.

Administrative Assistant II is the full journey-level class in the Administrative Assistant series. Incumbents at this level are responsible for performing the full range of clerical, administrative, operational, and financial program support duties assigned to the series. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions at the Administrative Assistant II level are normally filled by advancement from the Administrative Assistant I level; progression to the Administrative Assistant II level is dependent on (i) satisfactory work performance; (ii) the incumbent meeting the minimum qualifications for the classification; (iii) management affirmation that the position is performing the full range of duties assigned to the classification, and (iv) management approval for progression to the Administrative Assistant II level.

EXAMPLES OF DUTIES (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Positions at the Administrative Assistant I level may perform some of these duties in a learning capacity.

- Performs a variety of office support duties which may include confidential office administrative and technical office support to District management, professional, and support staff.
- Composes standard correspondence, such as transmittal letters from prior materials or brief instructions.
- Assists with all tasks necessary to maintain and operate the District's financial assignments, such as accounts payable, purchase orders, procurement card program, accounts receivable, and the auditing process.
- Performs or assists with other financial duties, such as preparation of bank deposits, permits and receipts for payments received, requisitions, and payroll data entry; collects and accounts for fees and other monies collected
- May act as receptionist, receives and screens visitors and telephone calls; takes messages, directs the caller to the proper office or person and/or provides factual information or problem resolution regarding District and departmental activities and functions that requires the application and explanation of rules, policies, and procedures; assists with gathering and providing information as requested from the public.
- Enters, edits, updates, and retrieves data from spreadsheets and prepares periodic or special reports, following established formats and menus.
- Establishes and maintains office, engineering, reference, and follow-up files, following an established filing system; researches and compiles information from such files; purges files as required under existing policies regarding records retention.
- Collects information and applies it to policies to determine eligibility for program, such as the Low Income Assistance and Toilet Retrofit programs.
- Performs various research projects through the collection of information from websites and contacting other public agencies, associations, or other organizations by phone, email, or in writing.
- Attends to a variety of office administrative details, such as opening and distributing mail, preparing outgoing mail, transmitting information, arranging for equipment maintenance, coordinating supplies orders, maintaining tickler files, maintaining appropriate records, and making copies; writes standard and non-standard letters as directed.
- Performs a wide variety of general clerical duties including binding, laminating, typing, filing, and transporting documents.
- Assists in maintaining the calendars of the District; schedules events, meetings, conferences, and travel; assists with organizing District functions and events, including the annual Awards Banquet; schedules rooms or facilities, notifies participants, arranges for refreshments; and ensures information is compiled and duplicated for the meeting or event.
- Provides a variety of secretarial support to the District Board, committees, and other authorities; assists in preparation, distribution and delivery of agenda packets; may serve as an alternate Clerk of the Board as needed on an interim basis.
- Drops off overnight delivery packages, deposits at the County Treasurer, and picks up warrants at the County offices.
- Assists the Human Resources Officer/Clerk of the Board with regular and routine reporting and tasks, including support for recruitments and benefits management.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones; may operate a two-way radio or other department-specific equipment.
- Performs other duties as assigned.

QUALIFICATIONS

Positions at the Administrative Assistant I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Business administrative, clerical and secretarial practices including, but not limited to, directing callers and visitors, providing information on department operations/activities, maintaining calendars, preparing a diverse range of correspondence, and scheduling meetings and events.
- Principles and practices of business letter writing and the standard format for reports and correspondence.
- Basic organization and function of public agencies, including the role of an elected District Board and associated open meeting law requirements.
- Codes, regulations, policies, and procedures related to the District and its various departments.
- Methods and techniques of compiling data and information for reports and related documents.
- Principles and practices of processing fiscal transactions.
- English usage, grammar, and punctuation.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Records management principles and practices.
- Business mathematics.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Learn the operations and services of assigned department or division.
- Provide varied, confidential and responsible secretarial and office support work requiring the use of judgment, tact, and discretion.
- Respond to and effectively prioritize multiple phone calls, visitors, and other requests.
- Interpret and implement policies, procedures, and technical processes.
- Enter data into standard computer format with speed and accuracy sufficient to perform assigned work.
- Perform quality control on the administrative work of others and one's own work to ensure accuracy.
- Maintain detailed and accurate records.
- Organize own work, coordinate projects, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Operate modern office equipment, including computer equipment and specialized software application programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Education

Administrative Assistant I/II: Equivalent to completion of the twelfth (12th) grade supplemented by specialized training in business and office administration.

Experience

Administrative Assistant I: Two (2) years of specialized office administrative, secretarial, and general clerical experience.

Administrative Assistant II: Three (3) years of progressively responsible specialized office administrative, secretarial, and general clerical experience.

The ability to speak and understand Spanish is highly desirable.

Licenses and Certifications:

- Must possess a valid California Class C Driver's License and maintain a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.