

SENIOR ADMINISTRATIVE ASSISTANT

Salary Range: 11 (Confidential Salary Schedule)

DEFINITION

Under general supervision, performs a variety of highly responsible secretarial and administrative duties of considerable complexity, requiring confidentiality and a thorough knowledge of the assigned department's procedures and operational structure; provides administrative support to various staff; composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry, organization, telephone and counter reception, processing of invoices, recordkeeping, statistical and technical report preparation, and filing; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This advanced-level classification in the confidential group performs complexed and specialized administrative and secretarial support. Incumbents exercise a high level of tact, discretion, and independent judgment in performing a wide variety of specialized technical and administrative support duties.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned department director or his/her designee. Exercises no direct supervision over staff.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Performs a wide variety of complex, responsible, and confidential secretarial and administrative duties, including processing various documents requiring knowledge of the department; copying and faxing documents; reviewing and processing mail; scheduling appointments and meetings; and maintaining calendars and inventory of supplies.
- Performs reception duties such as greeting and assisting the public, both in person and via telephone.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, statistical and analytical reports, organization charts, program plans, and correspondence for department staff from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material using a computer; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Assists with various accounting work, which may include preparing billing invoices; preparing bank deposits; ordering supplies, equipment, services, etc.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- May perform various duties associated with personnel administration, which may include establishing and maintaining confidential employee records, coordinating required pre-

employment testing, conducting new employee orientations, and processing related paperwork.

- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Gathers, assembles, updates, and distributes a variety of department-specific information, documents, forms, records, and data as requested; researches records within areas of responsibility to prepare and provide follow-up information to customer and staff inquiries.
- Communicates with officials and staff of other departments and agencies to obtain and relay information and to coordinate activities.
- Maintains and updates departmental websites.
- Coordinates and makes travel arrangements; maintains appointment schedules and calendars; arranges meetings and conferences.
- Assists in the support of a board or commission including preparing the agenda, assembling background material, and composing meeting minutes.
- Completes special projects, as assigned.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and procedures of business administrative policies and procedures.
- Principles and practices of data collection.
- Methods of preparing and processing various records, reports, forms, and other documents particular to an assigned department or program.
- Recordkeeping and filing system methods.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic, including percentages and decimals.
- Calendaring, , editing, and proofreading.
- Records management principles and practices.
- Techniques for providing a high level of customer service to the public, vendors, and City staff, in person and over the telephone.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion.
- Respond to and effectively prioritize multiple phone calls, walk-in customers, and other

requests/interruptions.

- Gather and compile department specific information from a variety of sources.
- Perform research; prepare, review, and present reports, recommendations, and other correspondence and communications in a clear and concise manner.
- Understand and follow complex oral and written instructions.
- Organize and maintain accurate files and records.
- Analyze and resolve office administrative and procedural concerns.
- Compose correspondence and reports independently or from brief instructions.
- Prepare, monitor, and update various agreements, contracts, policies, and other documents.
- Make accurate arithmetic and statistical calculations.
- Take a proactive approach to customer service issues in a professional manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications:

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

Equivalent to graduation from high school;

AND

Four (4) years of increasingly responsible secretarial and/or administrative experience involving frequent public contact.

License and Certification Requirement:

A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed material 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 in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, and push and pull drawers open and closed

to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

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 guidelines, policies, and procedures.

FLSA: NE

This class specification should not be construed to imply that these requirements are the exclusive standards of each position. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

Adopted: June 2021