

CITY OF SIMI VALLEY

ADMINISTRATIVE ASSISTANT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general direction, performs a wide variety of responsible and complex administrative, secretarial and clerical support functions for an assigned department; and provides information and assistance to the public regarding departmental policies and procedures.

This is a broad classification with individual positions assigned to specific functional areas; duties and assignments may overlap depending on the operational needs of the department and staffing levels.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Ensure the smooth and efficient operation of the department to which assigned as it relates to administrative duties; disseminate information to appropriate personnel; direct work flow and ensure compliance with departmental guidelines, policies and procedures.
2. Serve as a member of the administrative team; participate in problem solving on various issues to enhance the Department's efficiency and operation.
3. Type and proofread a wide variety of reports, letters, forms, memoranda, correspondence and statistical charts; type from rough draft or verbal instruction; take and transcribe dictation.
4. Coordinate the development of staff reports for the assigned department; edit documents, track deadlines and submit for review process.
5. Attend a variety of meetings; prepare and compile agenda packets; take and prepare minutes; disseminate information as appropriate.
6. Maintain department filing systems and records; develop and implement filing systems; modify systems as appropriate.
7. Maintain a calendar of activities and events for the assigned department; schedule meetings with elected and appointed individuals, coordinate activities with other City departments, the public and outside agencies.
8. Maintain calendars of activities, meetings and various events; make travel arrangements as necessary.
9. Update and maintain the Department website; post upcoming news and events.
10. Screen office and telephone callers; respond to and resolve complaints and requests for information on regulations, procedures, systems and precedents relating to assigned responsibilities; screen, sort and distribute mail; respond to routine correspondence.

11. Operate a variety of office equipment including copiers, facsimile machine and computer; input and retrieve data and text; organize and maintain disk storage and filing.
12. Provide assistance to other departmental staff in using various office applications.
13. Assist in a variety of department operations; perform special projects and assignments as requested.
14. Communicate with staff in other departments to exchange information and to coordinate activities and shared programs.
15. Oversee, assign, coordinate and review the work of assigned clerical staff; train, motivate and evaluate lower level administrative and clerical support staff.
16. Attend and participate in support staff group meeting as required.
17. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, policies and procedures of the department to which assigned.
Business letter writing and basic report preparation techniques.
Modern office procedures, methods and computer equipment.
Applicable software applications.
Practices and techniques of minute taking and preparation.
Principles and procedures of record keeping.
Basic principles of supervision and training.
English usage, spelling, grammar and punctuation.

Ability to:

Interpret, explain and enforce applicable policies and procedures.
Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.
Respond to requests and inquiries from the general public and department personnel.
Learn to understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
Independently prepare correspondence and memoranda.
Type at a speed necessary for successful job performance.
Work independently in the absence of supervision.
Maintain confidential records and reports.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Maintain tact and courtesy in high stress environments.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized secretarial training or college level course work in a related field.

Experience:

Four years of increasingly responsible secretarial experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting; exposure to computer screens.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment; sitting for prolonged periods of time.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

Approved: June 2003
Johnson & Associates

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