



## ADMINISTRATIVE ASSISTANT I

*Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.*

### **Definition:**

Under supervision, performs a wide variety of secretarial and clerical duties in support of a City department. The Administrative Assistant I is responsible for providing information and assistance to other City staff and the public. Specific duties of this position varies based on department assignment.

### **Classification Characteristics:**

The Administrative Assistant I is distinguished from the Administrative Assistant II by the performance of journey level secretarial duties while the Administrative Assistant II performs complex secretarial and administrative duties. The Administrative Assistant I must be responsible, accurate, and proficient in the duties assigned and must possess strong customer service skills. This position receives direct supervision.

### **Essential Functions:**

- Type a wide variety of reports, letters, memoranda, flyers, statistical charts; type from rough draft, verbal instructions, or dictation equipment; proofread materials for correct grammar, spelling, and punctuation; compose correspondence related to assigned responsibilities.
- Compile data for special projects; check and tabulate statistical data; collect and assemble data and background materials for a variety of reports.
- Verify and review materials for completeness and conformance with established regulations and procedures.
- Greet the public, screen office and telephone callers; refer people to appropriate offices; respond to complaints and requests for information; explain routine procedures.
- Perform general clerical work including filing, scheduling appointments and meetings, processing payroll, accounts payable and reimbursement requests, prepare mailings.
- Organize and maintain filing systems and electronic storage; conduct file search to locate requested information; prepare files for destruction in accordance with established rules, procedures, and policies.
- Maintain calendars and schedules of activities, meetings, and various events; coordinate activities with other City departments, the public, and outside agencies.
- Receive, sort, and distribute incoming and outgoing mail and correspondence.
- Operate a variety of office equipment including computers, copiers, and facsimile machines; input and retrieve data and text.
- Order and maintain office supplies.

**Qualifications:**

Knowledge of:

- Basic business letter writing and report preparation.
- English usage, spelling, grammar, and punctuation.
- General office procedures, methods, and equipment including computer equipment.
- Principles and procedures of record keeping.
- Basic mathematics.

Ability to:

- Perform secretarial and clerical work involving the use of independent judgement and personal initiative.
- Understand the organization and operation of the City and of outside agencies as necessary to perform assigned duties.
- Compile and maintain records.
- Type at a speed necessary for successful job performance.
- Operate modern office equipment including a computer.
- Work independently in the absence of supervision.
- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgement, flexibility, and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

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

Experience:

Two years of responsible secretarial and clerical experience including extensive experience in customer service, typing a variety of correspondence and maintaining filing systems.

Training:

Equivalent to completion of the twelfth grade.

**Working Conditions:**

Work in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for customer service at the public counter and on the telephone. Vision is required for memos, letters, and reports. The need to lift and carry up to 15 pounds is required.