



ADMINISTRATIVE ASSISTANT II

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 responsible, confidential, and complex administrative, secretarial, and clerical duties for a City department. Dependent on department assignment, this position may supervise administrative and clerical staff and may perform technical administrative duties in support of a department.

Classification Characteristics:

The Administrative Assistant II is distinguished from the Administrative Assistant I by the performance of complex administrative and secretarial duties. The Administrative Assistant II must be responsible, accurate, and proficient in the duties assigned and must possess strong customer service skills. Incumbents in this position must maintain a high degree of independent judgement and personal initiative and must use a high level of discretion in working with confidential materials. This position receives general supervision.

Essential Functions:

- Provide complex secretarial, clerical, and technical support in the administration of a City performing department; assist in preparing comprehensive reports including research and basic analysis, minutes of meetings, and agendas for commission and other meetings.
- Perform administrative duties within the clerical support system; coordinate the ordering and storage of appropriate supplies and equipment; monitor budget as assigned; recommend improvements in workflow, procedures, and use of equipment and forms.
- Type and proofread a wide variety of complex reports, letters, memoranda, and statistical charts; type from rough draft or verbal instruction; transcribe recorded dictation; independently compose correspondence related to assigned responsibilities.
- Manage office support functions; coordinate, organize, and prioritize the office support work flow; may supervise or direct the work activities of assigned clerical personnel; review work for accuracy.
- Receive and screen office and telephone callers; respond to complaints and requests for information on regulations, procedures, systems, and precedents relating to assigned responsibilities; receive and route mail.
- Maintain calendars of department activities, meetings, and various events; coordinate activities with other City departments, the public, and outside agencies; schedule appointments and meetings for department staff; coordinate travel arrangements for department staff as needed.

- Organize and maintain complex technical filing systems and electronic storage; conduct file search to locate requested information; oversee the department's compliance with file destruction in accordance with established rules, procedures, and policies.
- Serve as secretary to various committees and commissions; prepare agendas, take and transcribe meeting minutes; professionally interact with committee members and Commissioners.
- Compile annual budget requests; recommend expenditure requests for designated accounts; monitor approved budget accounts.
- Operate a variety of office equipment including computers, copiers, and facsimile machines; input and retrieve data and text.
- Assist in a variety of department operations; complete special projects and assignments as requested; review and issue basic permits related to department operations; assist others in the performance of related tasks.

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 records processing and maintenance procedures and systems.
- Basic mathematics.

Ability to:

- Perform complex secretarial and clerical work involving the use of independent judgement and personal initiative.
- Compose and accurately proofread correspondence.
- Understand the organization and operation of the City and of outside agencies as necessary to perform assigned duties.
- Learn, apply, and explain related policies and procedures.
- Compile and maintain accurate records.
- Type at a speed necessary for successful job performance.
- Operate modern office equipment including a computer.
- Work independently in the absence of supervision.
- Maintain confidentiality of sensitive information and data.
- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgement, flexibility, and tactfulness 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:

Three (3) years of increasingly responsible administrative secretarial experience.

Training:

Equivalent to completion of the twelfth grade supplemented by specialized secretarial training.

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. Lift and carry up to 15 pounds.