

ADMINISTRATIVE ASSISTANT I/II

DEFINITION

Under immediate (Administrative Assistant I) to general (Administrative Assistant II) supervision, performs a variety of routine to difficult administrative and office support tasks; types and edits documents ranging from general correspondence to technical reports and spreadsheets; schedules meetings and makes meeting arrangements; administers the District's Purchasing Card Program in assigned department or division; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Administrative Assistant I) to general (Administrative Assistant II) supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Administrative Assistant I: This is the entry-level classification in the Administrative Assistant series. Initially under close supervision, incumbents learn and perform routine administrative and clerical support duties. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II level but are not expected to function at the same skill level and typically exercise less independent discretion and judgment in matters related to work procedures and methods. 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.

Administrative Assistant II: This is the fully qualified journey-level classification in the Administrative Assistant series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising 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 in the Administrative Assistant class series are flexibly staffed; positions at the Administrative Assistant II level are normally filled by advancement from the I level. Progression to the Administrative Assistant II level is dependent on satisfactory work performance (an overall performance rating of "exceeds standards" or higher on most recent annual performance evaluation is required), the incumbent meeting the minimum qualifications for the classification, and management approval.

EXAMPLES OF TYPICAL JOB FUNCTIONS (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 typical functions of the job.

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

- Creates, types, formats, edits, revises, proofreads, tracks, and prints a variety of narrative, statistical, and technical documents, reports, correspondence, memoranda, requests for proposals, agreements, and related documents ranging from routine to complex; types from rough notes, drafts, and brief oral instructions; summarizes information and prepares correspondence; creates and maintains databases of records, lists, and projects; creates standard statistical spreadsheets; designs and revises forms, charts, and graphs.
- Provides administrative support for managers, supervisors, and staff; maintains calendars; schedules meetings and makes meeting arrangements including room set up and catering; prepares and distributes agendas and minutes.
- Prepares travel and training requests; confirms travel arrangements for conferences and business trips; compiles expense reports and prepares post travel memoranda.
- Greets, answers, screens, and refers visitors and telephone calls; performs receptionist duties at a District facility; maintains a high level of customer service; responds to requests for information and receives complaints from customers and the public; refers to appropriate staff and/or takes/recommends action to resolve the issue.
- Administers the District's Purchasing Card Program by ordering, canceling, and monitoring District purchase cards; conducts purchase card orientations and trainings; prepares weekly and monthly detailed reports; reconciles payments; tracks all transactions; and performs purchase audits; verifies received invoices; researches account number discrepancies; inputs charges into system and breaks down invoice charges under blanket agreements.
- Assists department management and staff in preparation of annual budget request documents; tracks expenditures against budget; identifies, researches, and resolves discrepancies; types and processes purchase orders and pay requests.
- Picks up and distributes incoming mail; opens, logs, and routes office mail; stuffs, sorts, and prepares outgoing mail for pickup; retrieves, delivers, and sends faxes; troubleshoots and performs minor maintenance on duplicating equipment; coordinates repair of equipment by outside vendors; submits requisitions for machine supplies.
- Monitors and maintains inventories of supplies and materials; types purchase requisitions and check requests; purchases supplies and materials within established purchasing guidelines.
- Obtains data from multiple sources; extracts data elements required; updates and maintains specialized logs and databases; cross-checks data to identify errors and discrepancies for research and resolution; creates reports and documents in compliance with regulatory requirements.
- Reviews manifests for compliance; inputs and tracks manifests; resolves discrepancies; reconciles and processes manifests for billing; maintains video surveillance, files, and records.
- Prepares, edits, and formats weekly and monthly reports, technical worksheets, tables, and computations; establishes, maintains, and tracks pending projects in database; researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic calculations.
- Organizes, maintains, and updates subject, project, tickler, and specialized files; maintains and updates file indexes; removes and archives inactive files; updates technical and operating manuals.
- Depending on assignment, may maintain Notary Journal including verifying identification for signature and documenting and verifying the steps necessary in the notary process.
- May provide training and orientation to new staff on office procedures and software.
- Performs related 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:

- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Office administration practices and procedures.
- Methods and techniques of generating reports and preparing business communication.
- District document formatting standards.
- District travel, purchasing, and timekeeping policies and procedures.
- District departments and their associated functions, responsibilities, and special programs.
- Principles and practices of record keeping.
- Basic mathematics.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- 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, including computers and software programs relevant to work performed.

Ability to:

- Perform a diverse range of office clerical and administrative support tasks.
- Receive, process, and route business documents in assigned areas of responsibility.
- Maintain calendars and schedule meetings.
- Review and process purchase orders, invoices, and related fiscal documents.
- Provide support in tracking budget expenditures.
- Generate, compose, and/or process reports, letters, forms, and related documents.
- Type accurately at a speed necessary to meet the requirements of the position.
- Organize work, establish priorities, meet critical deadlines, and follow up on assignments.
- Interpret, apply, explain, and reach sound decisions in accordance with District and department policies and procedures.
- Organize and maintain office and specialized files.
- Follow and apply written and oral work instructions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed 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.

Education and Experience:

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

Education:

Equivalent to the completion of the twelfth grade (12th) supplemented by coursework or training in general office, clerical, or administrative support.

Experience:

Administrative Assistant I:

- One (1) year of responsible clerical and administrative support experience.

Administrative Assistant II:

- Three (3) years of increasingly responsible clerical and administrative support experience.

Licenses and Certifications:

- Possession of a valid California Class C driver's license, to be maintained throughout employment.

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; frequent interaction with Authority staff and the general public.

PHYSICAL

- Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

VISION

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

HEARING

Hear in the normal audio range with or without correction.