



## CITY OF RANCHO SANTA MARGARITA JOB DESCRIPTION

### ADMINISTRATIVE ASSISTANT

#### **DEFINITION**

Under general supervision of a Department Head or Division Manager, performs a wide variety of responsible and complex and routine administrative duties in support of Department operations; provides considerable information and assistance to the public, management staff and other employees; relieves assigned Department Head/Division Manager of administrative duties. Employees at this level possess specialized knowledge of Department programs, functions and services. Performs related duties as assigned.

#### **DISTINGUISHING CHARACTERISTICS**

The Administrative Assistant is expected to provide a high level of administrative support to the assigned Department Head/Division Manager. The primary focus of the Administrative Assistant is to understand Department operations; organize and disseminate information to City personnel, the general public, contractors and vendors. The Administrative Assistant is distinguished from a secretary by the performance of more varied and detailed administrative duties. The Administrative Assistant is distinguished from the Executive Assistant by the sensitivity and level of interpersonal contact required of the Executive Assistant. The Administrative Assistant is distinguished from the Management Analyst by the performance of more routine administrative work and more basic research and less responsibility for program management.

#### **ESSENTIAL DUTIES:**

The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions consistent with business needs and position qualifications.

- Participate in and assist with the administration of the assigned department; coordinate all office activities associated with the department; relieve Department Head from a variety of administrative details.
- Serve as initial contact and resource person for the assigned department; screen calls, visitors and mail; exercises judgment when responding to complaints and requests for information and assistance; research questions to provide accurate information; ensure follow up to unanswered inquiries.

- Type, format and proofread a wide variety of reports, letters, memoranda and statistical charts; compose from rough draft, verbal instruction or transcription machine recording; review drafts for punctuation, spelling and grammar.
- Research, collect and compile information from various sources in support of Department operations and prepare reports.
- Independently compose letters, memoranda or basic reports from general instructions or information related to assigned responsibilities.
- Manage office support functions; prioritize and coordinate work assignments; review department work for accuracy.
- Apply specialized knowledge of rules, regulations and procedures in keeping records; initiate and maintain a variety of files and records for information related to the assigned department to assist in the administration of departmental programs; ensure proper filing of documents in department and central files.
- Participate in budget preparation; assist in monitoring expenses and/or revenues relative to budget; prepare check requests and purchase requisitions; prepare worksheets, charts, graphs and tables from data and make arithmetical calculations.
- Assist in a variety of department operations; monitor contracts and perform special projects and assignments as requested.
- Order and maintain office and other supplies and other equipment; track supply deliveries and inventory and monitor usage.
- Maintain calendars of department activities, meetings and various events; schedule meetings between City staff and/or other groups and organizations; arrange for necessary materials to be available for meetings.
- May serve as secretary to various commissions, committees and task forces; prepare meeting agendas and related materials, minutes, resolutions, or other formal documents.
- Coordinate travel arrangements for Department staff, commissions, and committees.

- Establish, maintain and foster positive and harmonious working relationships with City staff and all those contacted in the course of work.
- Provide assistance to other departments as needed.
- Perform related duties as assigned.

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

Operations, rules, policies, activities and procedures of assigned Department.

Office administration practices and procedures.

Basic practices and principles of data collection and report preparation.

Word Processing methods, techniques and programs.

Principles of business letter writing: proper English, spelling, grammar, and punctuation use.

Principles and procedures of record keeping.

Functions and organization of City government.

Techniques for providing a high level of customer service.

**Ability to:**

Plan, organize and prioritize workflow in order to meet deadlines and adjust to changing priorities.

Understand the organization and operations of the assigned Department to successfully complete assigned responsibilities.

Use tact and discretion in dealing with sensitive situations

Provide a high level of customer service by tactfully and effectively dealing with those encountered in the course of work.

Interpret, apply, explain and reach sound decisions in accordance with laws, regulations, policies and procedures.

Prepare complete, clear, and accurate correspondence and reports on a variety of Department activities and issues.

Communicate clearly and effectively orally and in writing.

Take and transcribe meeting minutes.

Operate a computer using word processing spreadsheet and other specialized software; may include Microsoft Word, Excel, Outlook and PowerPoint.

Organize and maintain Department and specialized project files.

Understand and implement oral and written instructions.

Work independently in absence of supervision.

Attend night and/or weekend meetings, events or activities outside normal business hours.

Travel to various sites and operate a motor vehicle safely.

**Training and Experience:**

Any combination equivalent to experience and training that provides the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include:

Education equivalent to completion of the twelfth grade; college level coursework or college associates degree preferred. Three years of increasingly responsible secretarial or administrative experience; or any combination of education, experience and training that would likely provide the required knowledge and abilities.

**Licenses:**

Possession of a valid California Driver's License and a safe driving record at appointment is required.

### **Physical Standards:**

**Physical & Sensory Elements:** The sensory demands of the job typically require speaking, hearing, touching and seeing. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Employee is frequently required to communicate with others, use a telephone and work on a personal computer. Close vision for reading and working on a visual display terminal screen and the ability to focus on small objects is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, 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 25 pounds.

**Environmental Elements:** Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may be required to travel to other locations and attend meetings. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures.

### **Tools and Equipment:**

Personal computer, including word processing, spreadsheet, electronic calendar, presentation and records management software programs; telephone, fax, copier, postage machine and other modern office equipment as necessary.

### **SELECTION GUIDELINES**

All selection guidelines for this position are subject to City Council determination, and include a formal City application, rating of education and experience, oral interview, and reference check. Job-related tests may also be required. Successful completion of a background review, including fingerprinting, may be required. Selected candidate will be required to provide written identification showing entitlement to legal residence in the United States.

The duties listed above are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

*Note: All employees of the City of Rancho Santa Margarita are designated to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or*

*safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employee's normal work assignments and may continue through the recovery phase of the emergency. (Per City Ordinance 03-04)*

**FLSA Status:** Non Exempt

**Classification Status:** This is an "At Will" classification and not included in "Competitive Service" as defined in Section 2.04.040 of the Rancho Santa Margarita Municipal Code. Employment can be terminated with or without cause or notice at any time by either City or employee.