



ADMINISTRATIVE ASSISTANT I/II

Definition:

Under direct supervision, performs a variety of clerical and administrative duties related to the division to which assigned, including typing, filing, record-keeping, and customer service.

Distinguishing Characteristics:

Administrative Assistant I: This is the entry-level class in the Administrative Assistant series. Initially under close supervision, incumbents with basic clerical experience perform basic administrative and office support duties. As experience is gained, assignments become more varied and are performed with greater independence. 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. Eventually, positions will attain a level of experience to receive only occasional instruction or assistance as new or unusual situations arise. This class is alternately staffed with the Administrative Assistant II and incumbents may advance to the higher-level class after gaining the knowledge, skills, and experience that meet the qualifications for and by demonstrating the ability to perform the work of the higher-level class.

Administrative Assistant II: This is the full journey-level class in the Administrative Assistant series. Incumbents at this level are capable of performing the full range of advanced clerical and office support duties. 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 division to which assigned. This class is distinguished from the Administrative Assistant III in that the latter performs more advanced technical and specialized administrative support duties requiring additional training and/or experience, including functioning as personal administrative assistant to a division head and may provide lead supervision to lower-level office support positions.

Minimum Requirements:

- Must be at least 18 years of age.
- Provide proof of eligibility to work in the United States.
- Possess and maintain a valid California C Driver's License.

- Possess a high school diploma, G.E.D. equivalency, or a high school proficiency certificate.

Administrative Assistant I: Two years of general clerical experience including basic computer knowledge.

Administrative Assistant II: Three years of general clerical experience including two years of experience comparable to that of the lower classification of Administrative Assistant I.

Typical Duties:

NOTE: The following are the duties performed by employees in the Administrative Assistant series. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all duties listed.

- Performs a wide variety of clerical duties to District or divisional operations, including filing, preparing records and monthly reports, creating project files, updating District website, and preparing and processing accounts payable and invoices.
- Composes, types, formats, proofreads, and processes a variety of documents, including letters, memos, agendas, reports, statistical charts, and forms from rough drafts, recordings or verbal instructions; checks drafts for punctuation, spelling, and grammar and suggests corrections.
- Performs reception and customer service duties; answers telephone and in-person inquiries; provides information on District policies and procedures; resolves problems related to assigned responsibilities; refers callers to appropriate staff as necessary.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies District and divisional policies and procedures in determining completeness of applications, records, and files.
- Operates standard office equipment, including job-related computer hardware and software applications, fax machine, scanner, printers, copiers, calculators, and telephones; may operate other department-specific equipment; may place office equipment maintenance calls.
- Provide staff support to assigned committees, groups and boards; copies and distributes agenda packets; maintains distribution and contact lists; prepares meeting site.

- Schedules use of district facilities; arranges for necessary set-up, materials, and equipment to be available at meetings, as necessary.
- Monitors and orders station, office, and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials; prepares requests for payment for management approval.
- Acts as liaison for the division to which assigned with other district divisions, staff, Board Directors, and the public; requests and provides information regarding program rules, regulations and activities.
- Performs special projects such as researching information, summarizing data, evaluating alternatives and preparing narrative or statistical reports.
- Compiles figures for the preparation of the division's budget; makes standard projections for various costs; researches capital improvement costs; inputs data and produces draft and final budget documents.
- Processes requests for payment for professional service and related contracts; ensures that contract provisions are met and that appropriate approvals are received.
- Reviews claims for payment for accuracy, and conformance to program requirements; submits such claims to Accounting Specialist; monitors payment status, researches errors and makes required adjustments.
- Performs other general clerical duties related to assigned functional area or department.

SPECIAL DUTIES: Positions may be responsible for providing specialized administrative services to the Fleet Management Division.

Ability to:

- Collect, compile and summarize varied information; consider alternatives and reach sound conclusions;
- Explain and apply regulations and procedures in varying situations;
- Review documents for completeness, accuracy, appropriate authorization and compliance with regulations and procedures;
- Prepare clear and accurate reports, correspondence, procedures and other written materials;
- Represent the District in meetings with other entities;
- Organize and prioritize work and meet critical deadlines;
- Maintain accurate records and files;

- Exercise sound judgment within established policies and procedures;
- Establish and maintain effective working relationships with those contacted in the course of the work.

Knowledge of:

Administrative Assistant I:

- Basic office practices, methods, and equipment.
- Basic word processing and computer applications related to the work.
- Proper grammar, spelling, punctuation, and business correspondence formatting.
- Filing and record-keeping systems.

Administrative Assistant II: (in addition to the qualifications for the Administrative Assistant I)

- Basic principles of public administration.
- Basic principles of administrative analysis.
- Basic budgetary and financial recordkeeping techniques.
- Research and report preparation principles
- Office administrative practices and procedures, including records management and the operation of standard office equipment.
- Advanced word processing and computer applications related to the work.