



## **ADMINISTRATIVE ASSISTANT**

### **BASIC FUNCTION:**

Under general supervision, performs a variety of responsible and complex clerical, secretarial, administrative and financial duties for a department or large division. This classification requires employees to have administrative and clerical skills, financial record-keeping skills, work independently within a supervised framework of established and standardized policies and procedures and perform the full range of administrative, accounting and clerical duties

### **EXAMPLES OF DUTIES AND KEY RESPONSIBILITIES:**

- Performs detailed administrative and record-keeping work
- Maintains a variety of files and records of information
- Provides administrative support to department head
- Assists the public at the counter and answers telephone inquiries
- Responds to a variety of inquiries and provides information
- Receives and processes payments and accounts receivable
- Makes appointments and arranges meetings
- Gathers, organizes and prepares information for routine reports
- Balances cash drawer, maintains records and submits for deposit cash received
- Performs a variety of general clerical duties including typing, filing and ordering supplies
- Assists with various Recreation program administrative tasks
- May assist with Business License or other similar processes
- Coordinates City's Dog License program
- Assists in the preparation of departmental payroll
- Inputs and reviews various financial or statistical reports
- Coordinates departmental special projects as assigned
- Enters information on computer terminals and accounting system
- Researches minor problem accounts and works with customers to resolve issues
- Responsible for the efficient operation of the department's clerical office
- Performs related duties as required

## **QUALIFICATIONS/REQUIREMENTS:**

### **Knowledge, Skills and Abilities:**

- Administrative and clerical techniques, practices and procedures
- Modern office methods, procedures, equipment and business letter writing
- Accounting and financial recordkeeping techniques, practices and procedures
- Basic Mathematics and research methods
- Statistical report preparation
- Clerical accounting methods, forms and techniques
- Customer account reconciliation and research methods
- Operate computer utilizing a variety of software including word processing and spreadsheet applications
- Follow oral and written directions
- Operate regular office equipment including calculator, typewriter, copy machines
- Type at a rate of speed sufficient to meet the requirements of the position (45 wpm)
- Develop and maintain effective working relationships with public, elected officials, co-workers and other City employees
- Work independently exercising effective judgment and decision making skills
- Understand and interpret applicable ordinances, regulations, procedures and City policies
- Provide effective customer service in a tactful and courteous manner
- Communicate effectively in written and oral form
- Perform various financial and statistical recordkeeping duties
- Ability to use hand and power tools required in general maintenance work
- Ability to perform heavy manual labor
- Ability to understand and carry out oral and written instructions
- Ability to maintain effective working relationships with those contacted in the course of work

### **Experience and Education:**

Any combination equivalent to experience and education that could likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be:

- Three (3) years of increasingly responsible administrative, clerical and/or accounting experience.
- College level administrative, business and/or recordkeeping courses; minimum: graduation from high school or GED

### **Special Requirements:**

- Possession of or ability to obtain a valid California driver's license by time of appointment

### **Physical Standards:**

Positions in this class are typically situated in a standard office environment resulting in little exposure to the weather and requiring no unusual physical abilities