



## **SENIOR ADMINISTRATIVE ASSISTANT**

**FLSA: Non-Exempt**

### **BASIC FUNCTION:**

Under general supervision, performs a variety of high-level responsible and complex clerical, secretarial, administrative and financial duties for a department or large division. This classification requires employees to have increased 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 with no supervision. This role also involves handling a variety of tasks to ensure the efficient operation of the department, including coordinating and disseminating communications, coordinating schedules, preparing reports, and maintaining records. This employee is highly organized, detail-oriented, and capable of managing multiple priorities in a fast-paced environment.

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

- Performs detailed advanced administrative and record-keeping work
- Prepares and edits correspondence, communications, presentations, and other documents
- Maintains a variety of files and records of information in both electronic and paper format
- Provides advanced administrative support to the department head
- Assists the public at the counter and answers telephone inquiries
- Serves as the primary point of contact between the department and other city departments, external agencies, and the public.
- Handle inquiries and provide information regarding departmental policies and procedures
- Responds to a variety of inquiries from various sources and provides information
- Receives and processes payments and accounts receivable
- Processes invoices, purchase orders, and expense reports
- Makes appointments and arranges meetings
- Gathers, organizes and prepares information for routine reports
- Balances cash drawer, maintains records and submits for deposit cash received
- 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
- Responsible for researching minor problem accounts and works with customers to resolve issues
- Support the planning and execution of departmental projects and initiatives
- Coordinate with contractors, vendors, and other stakeholders as required
- Assists in coordinating permit processes and procedures, ensuring all paperwork and approvals are completed accurately and in a timely manner and in compliance with

- regulatory requirements
- Performs a variety of advanced clerical duties including, typing, filing, and ordering supplies.
- May be involved in utility processes and procedures
- Performs related duties as required

## **QUALIFICATIONS/REQUIREMENTS:**

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

- Administrative and clerical techniques, practices and procedures
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Excellent verbal and written communication skills
- Strong organizational and time-management skills
- Ability to handle sensitive and confidential information with discretion
- Familiarity with budgeting and financial record-keeping
- Ability to work independently and as part of a team
- Accounting and financial recordkeeping techniques, practices and procedures
- Statistical report preparation
- Customer account reconciliation and research methods
- 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
- Understand and interpret applicable ordinances, regulations, procedures and City policies
- Provide effective customer service in a tactful and courteous manner
- Perform various financial and statistical recordkeeping duties

### **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:

- Graduation from high school or GED is required.
- Five (5) years of increasingly responsible administrative, clerical and/or accounting experience, preferably in a municipal government setting.
- Associates degree in Business Administration, Public Administration, or a related field is desirable.

### **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