



CLASSIFICATION SPECIFICATION ADMINISTRATIVE ASSISTANT II

JOB SUMMARY:

Under general supervision, the Administrative Assistant II provides primary support to a department, division, or program area; performs a wide variety of simple to moderately complex secretarial and clerical work; and performs other related duties as assigned.

CLASS CHARACTERISTICS:

The Administrative Assistant II provides simple to moderately complex administrative services to an assigned department, division, or program area. This class differs from an Administrative Assistant I due to the level of experience required, complexity of work performed, and greater independence of action within established guidelines.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Plays a key role in the delivery of customer service in the front office and counter areas; receives and directs messages from incoming telephone calls, e-mails, and in person; refers telephone calls to appropriate City staff for further assistance as needed; and receives, sorts, date stamps, and distributes incoming and outgoing mail.
- Responds to complaints, answers questions, and provides general information to the public, employees, and other agencies in support of the department, division, or program area including the interpretation and explanation of applicable laws, codes, and regulations.
- Provides general support to City staff and committees as required, which includes creating, formatting, editing, proofreading, and processing a variety of documents and reports including general correspondence, notices, memos, and other documents; reviewing and verifying records, forms, and other documents for accuracy, completeness, and conformance; entering data into a computer from various resources; posting notices for public hearings or meetings; and maintaining accurate and up-to-date office files and records for assigned areas.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Office administration practices and procedures, City department policies and procedures, rules and notices governing the notice and conduct of public meetings, and the City's cultural and political environment.
- Correct English usage, spelling, grammar, and punctuation; business letter writing and other document preparation; and modern office methods, procedures, and equipment including the use of a computer, copier, facsimile machine, scanners, calculator, and various computer applications and software packages.

- Principles of fiscal, statistical, and administrative research and report preparation; records management principles and procedures including record keeping and filing principles and practices; methods and techniques of proper phone etiquette; and customer service and public relations methods and techniques.

Skills/Abilities:

- Perform a variety of clerical duties of general nature for an assigned department, division, or program area; learn the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities; and correctly interpret and apply general administrative and department policies and procedures.
- Operate a multi-line telephone system and use tact and discretion in dealing with sensitive situations and concerned people and customers.
- Communicate clearly and concisely both orally and in writing; understand and follow oral and written directions as provided; work at times with minimum supervision; create and edit a variety of documents; and organize and maintain office and specialized files.
- Establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.

Education and Experience:

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- High school diploma or GED equivalent.
- Two years of increasingly responsible clerical, administrative, and/or customer service experience.
- Local government or customer service experience is desirable.

Licenses and Certifications:

- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

PHYSICAL DEMANDS:

- Ability to lift up to 10-15 pounds or more and get from one location to another in the course of doing business including climbing stairs, stooping, and bending.

WORK ENVIRONMENT:

- Employee generally works indoors. Environment is generally clean with limited exposure to conditions such as dust, fumes, or odors. Noise level in the work environment is usually moderate but the employee may occasionally be exposed to loud talking and interruptions from telephones and/or members of the public.

NOTE:

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Revised Date: March 6, 2019