



## **CLASSIFICATION SPECIFICATION ADMINISTRATIVE ASSISTANT I**

### **JOB SUMMARY:**

Under direct supervision, the Administrative Assistant I performs a variety of general clerical duties in support of an assigned department, division, or program area; receives and directs telephone calls and visitors; receives, routes, and distributes incoming and outgoing mail; prepares and enters a variety of data; provides information to other agencies, City staff, and the general public; and performs other related duties as assigned.

### **CLASS CHARACTERISTICS:**

The Administrative Assistant I provides entry-level administrative, clerical, and office support. This class differs from an Administrative Assistant II in that incumbent performs more routine clerical duties while learning City policies and procedures. As experience is gained, there is the potential for greater independence of action within established guidelines.

### **EXAMPLES OF DUTIES:**

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

- Receives and routes messages from incoming phone calls, e-mails, and in person; refers telephone calls to appropriate City staff for further assistance as needed; assists the general public, City staff, and outside groups and agencies by providing information relating to specific program areas of assignments; and responds to complaints and requests for information.
- Applies policies and procedures in determining completeness of applications, forms, records, and reports; compiles, prepares, and enters data into a computer from various sources; inputs corrections and updates; verifies data for accuracy and completeness; and assists in maintaining accurate and up-to-date office files and records.
- Receives, sorts, date stamps, and distributes mail; and creates, formats, edits, revises, proofreads, and processes a variety of documents and forms such as general correspondence, notices, reports, memos, and other documents.
- Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

#### **Knowledge of:**

- Basic office administration practices and procedures; 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 basic 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 the 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; create and edit a variety of documents; and assist in the maintenance and organization of 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.
- One year of increasingly responsible clerical, administrative, and/or customer service experience.
- Local government 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:** April 16, 2019