

CLASS SPECIFICATION
Senior Administrative Assistant

GENERAL PURPOSE

Under general supervision, performs a variety of difficult, responsible and specialized administrative and office support functions; creates and maintains specialized reports, records and files required in connection with department work processes; interacts with City management and staff on a variety of technical matters; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Senior Administrative Assistants support Division Manager level staff and perform a variety of difficult, specialized administrative support functions that require a thorough knowledge of the terminology, procedures and practices for their functional areas, with a significant degree of independence and accountability for results. Incumbents may also provide secretarial services to managers and/or supervisors and train and provide work guidance to other clerical employees.

Senior Administrative Assistant is distinguished from Administrative Assistant in that incumbents in the former class have responsibility for greater diversity of difficult and specialized assignments and entails one or more of the following: work that requires more extensive knowledge of the department's technical functions, including terminology, policies, practices and procedures and their application in completing, monitoring and managing the unit's work processes; sophisticated mastery of computer software to design, set up and produce such complex documents as spreadsheets and databases involving data interpretation and manipulation; greater accountability for independently producing technical work products and results; and greater responsibility for managing resources to meet deadlines and complete assignments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Performs with a significant degree of independent accountability difficult technical and administrative work in support of a department's functions and processes; plans, organizes and coordinates activities to assist program managers; performs technical and administrative tasks of equivalent difficulty with similar independence.
2. Performs department liaison functions; communicates with various groups to provide detailed information of department and program policies and procedures; receives calls and skillfully handles inquiries regarding department functions and responsibilities; researches and responds to requests; organizes and assists with activities, special projects, meetings and workshops.

3. Using word processing software, types, composes, revises and generates reports, correspondence, memoranda, agreements, contract specifications, schedules, addendums, notices, charts, maps, requests for proposals, change orders, manuals, surety bonds and other specialized documents; types from rough notes, drafts, and brief oral instructions; composes standard correspondence; reviews documents for accuracy, completeness, consistency and compliance with City requirements; data enters information; sets up and maintains master and monthly calendars; assists in and prepares Council agendas; compiles bids and request for proposal technical specifications and makes arrangements for legal advertisements.
4. Creates, develops, maintains and updates specialized and custom forms, databases, logs, files, records and reports to support technical work processes in areas of assigned responsibility; designs, develops and maintains spreadsheets requiring data interpretation and manipulation.
5. Researches and compiles data for specialized reports and special projects; ensures data accuracy; compiles and prepares reports regarding workload indicators.
6. Organizes, maintains and updates confidential subject, project, personnel and specialized technical files, documents and records; creates, maintains and updates filing systems; copies, compiles and distributes reports, documents and other materials.
7. Maintains department and staff budget information and monitors against expenditures; prepares reports; assists in preparing the department's annual budget; audits budget books.
8. Prepares and reviews a variety of personnel and payroll documents; maintains staff attendance reports and records; schedules interviews and administers employment examinations; updates and duplicates orientation packets for new employees; conducts exit processes for employees separating employment with the City.
9. Orders department supplies; reviews invoices for discrepancies and processes bills for payment; prepares direct pay requests and ensures bills are paid in a timely manner; processes Cal-Card logs; gathers receipts, packing slips, purchase requisitions and other required paperwork; codes receipts with appropriate budget codes; obtains cardholder signatures, supervisor approvals and approving official signatures and sends to Purchasing; updates and maintains department and City inventories of equipment and supplies; assigns equipment to employees; conducts annual physical inventories; generates annual chargeback and inventory schedules; creates surplus inventory reports and works with Purchasing to pick up surplus inventory.
10. Performs secretarial functions for department managers, supervisors and staff; answers, screens and directs telephone calls and takes messages; greets and directs visitors; acts as department liaison with contractors, vendors and outside agencies; prepares and maintains calendars; administers the department's online calendar and web page; accepts deliveries; opens, screens and distributes mail and correspondence; assists staff with large mailings.
11. Coordinates department and City-wide training programs; schedules training sessions and locations; coordinates employee sign-up and registration; maintains program and training records; makes arrangements for training sessions, including coordinating and scheduling reservations for meeting rooms and office equipment and providing refreshments; updates and maintains department and program training logs; obtains bids from and selects outside training companies.

OTHER DUTIES

1. May provide work guidance and direction to other office clerical employees; trains employees on office policies and procedures and use of department forms; prioritizes and schedules duties and assignments; provides backup support to other department administrative support staff.
2. Attends and makes arrangements for a variety of meetings as required.
3. Processes and maintains general liability claims, complaints and incident reports against the City; inputs information into a general liability database; provides claims information to Claims Board members; prepares documents and files to be submitted to outside legal counsel; works with outside legal counsel regarding production of documents and scheduling employees for depositions and hearings; ensures declaration forms are properly signed and dated.
4. Assists in administering the City's Certificates of Insurance Program; processes certificates and returns incomplete certificates; maintains files of certificates; confers with insurance brokers to explain City requirements; provides insurance forms to applicants using City facilities; distributes insurance certificates, policies and rates to City staff and contractors; monitors and notifies contractors and consultants regarding insurance expiration and requests renewal documents; tracks and ensures contractor licenses and permits are kept current.
5. Maintains the City's property damage log; obtains copies of police reports and contacts departments or divisions regarding repair costs; works with Finance to prepare invoices; submits restitution forms to Courts and works with insurance companies to recover monies.
6. May provide technological support and assistance to department staff; sets up new user phone and email accounts and provides information on City computer and internet usage and security policies; installs new computers, printers, phone lines, phones and other computer peripherals; sets macros and installs printer drivers; troubleshoots and attempts to resolve computer hardware and software and phone and fax machine problems; reviews and submits help desk requests and follows up on outstanding requests; works with City information technology staff to resolve computer and network issues; generates telephone reports; updates the City's employee intranet; updates user information on the email server and monitors email spam filters; performs telecom system backups as needed.
7. Oversees rental and usage of the City's community center; provides information and responds to inquiries regarding facility use, availability, fees and policies; schedules rentals and compiles rental fees; processes paperwork and contracts; schedules staff, security and cleaning services for rentals; meets with customers to collect deposits and rental fees, plan events and obtain signatures and completed paperwork; ensures each event has appropriate insurance and submits insurance requests to Risk Management; ensures condition of facility is checked following each event and charges rental applicants for damages; ensures facility is properly maintained and schedules repairs or regular maintenance; processes refunds for deposits; compiles monthly revenue reports and tracks rental events.
8. Researches and completes forms for service and repair requests; dispatches staff or refers to appropriate departments for resolution.

QUALIFICATIONS

Knowledge of:

1. Office administrative and management practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. City organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
4. Advanced uses of word processing, spreadsheet, database and other standard and specialized software to create complex documents and materials requiring the interpretation and manipulation of data.
5. Basic research techniques, methods and procedures.
6. Basic principles and practices of public administration, including budgeting, purchasing and maintenance of public records.

Ability to:

1. Operate a computer, word processing and spreadsheet software and other standard office equipment.
2. Type accurately at a speed necessary to meet the requirements of the position.
3. Organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.
5. Organize, research and maintain complete and extensive office files.
6. Compose correspondence and prepare documents from brief instructions.
7. Communicate clearly and effectively, both orally and in writing.
8. Understand and follow written and oral instructions.
9. Prepare clear, accurate and concise records and reports.
10. Maintain highly sensitive and confidential information.
11. Use a high degree of tact, diplomacy and discretion in dealing with sensitive situations and concerned citizens.
12. Establish and maintain highly effective working relationships with City management, staff, contractors, vendors, external agencies, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from graduation from high school or G.E.D. equivalent; and four years of increasingly responsible administrative support or secretarial experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and difficult office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with City management, staff, contractors, vendors, external agencies, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.