ADMINISTRATIVE ASSISTANT II

Definition:

Under general supervision performs a wide variety of responsible, complex and sensitive administrative support and secretarial duties; screens, prioritizes and directs callers, visitors and communications; coordinates calendars and meetings; performs a variety of department related specialized secretarial and other support duties of substantial difficulty and performs related work as required.

Class Characteristics:

The Administrative Assistant II is distinguished from the Administrative Assistant I by the Administrative Assistant II's scope of supervisory duties, the responsibility for providing administrative support to the department head of a large department with specialized needs due to the nature of its operation and the resulting depth and breadth of related duties. The duties performed by an Administrative Assistant II require the highest level of sensitivity and tact, as well as a thorough understanding of the policies, functions, programs and services of the department assigned.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Operates a personal computer and uses applicable software to produce a variety of correspondence, memoranda, reports and other materials.

Maintains and revises complex office filing systems.

Prepares or assists in the preparation and distribution of notices, applications, bids, proposals and other documents.

Organizes, coordinates, schedules, and evaluates the work of secretarial and clerical staff on a regular basis and conducts performance appraisals.

Oversees personnel actions, payroll actions and timekeeping functions and assists in the preparation, processing and maintenance of department payroll and personnel records in accordance with applicable laws and statutes.

Prepares open and closed session City Council agenda letters and resolutions; identifies agenda items and compiles and tracks agenda reports.

Reviews and checks documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations.

Performs a variety of specialized clerical duties and other tasks related to the functions of the department to which assigned.

Reviews reports and maintains records of expenditures and assists in preparing the department budget.

Composes correspondence and prepares other documents independently.

Screens public complaints and inquiries from the media and others and refers as appropriate; explains policies, procedures and requirements; exercises judgment in determining proper course of action.

Provides information to City staff and the public, in person or by telephone, where judgment, knowledge and interpretation of departmental and City policies and regulations are necessary.

Schedules appointments and coordinates meetings.

Screens telephone calls, visitors and written and electronic communications and refers same to appropriate staff.

Operates a variety of office equipment.

Collects and compiles statistical and financial data, surveys, records and other information for inclusion in special and periodic reports.

Other Duties and Responsibilities Include:

Performs other projects/tasks as assigned.

Lifts and carries boxes of files and other items weighing 30 pounds or less.

Opens, stamps and routes mail and oversees the ordering of office supplies.

May drive a vehicle on City business.

May make recommendations regarding changes in procedure.

May provide roster support, agenda support and prepare and disseminate minutes and communicate with applicable commission/committee members.

Contacts and Relationships:

An Administrative Assistant II establishes and maintains contacts with staff in the department assigned and has continuing and substantial interaction with a full range of City employees including department heads. Additional contact will occur with the media, contractors, vendors, public and private groups and their representatives and the general public.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class include the following:

Knowledge of:

English usage, spelling, grammar and punctuation.

Office administration and management practices and procedures.

Research methods and techniques.

Principles and practices of business communication and report writing.

Organization of City government and roles and responsibilities of department heads.

Applicable laws, ordinances, rules, regulations, policies, collective bargaining agreements, and administrative procedures.

Financial recordkeeping, purchasing, and budgeting practices.

Business math.

Supervisory principles and techniques.

Computer applications related to area assigned including spreadsheet and graphics applications.

Filing and indexing methods.

Receptionist, telephone and customer service techniques.

AND

Ability to:

Perform highly responsible and sensitive secretarial and clerical work involving the use of independent judgment.

Learn, interpret and apply departmental policies, laws, rules and regulations and Memorandums of Agreement applicable to the department assigned.

Maintain the confidentiality of sensitive information.

Compose correspondence independently.

Communicate effectively orally and in writing in English.

Adhere to multiple deadlines and handle multiple projects.

Prepare reports with accuracy and speed and make accurate mathematical calculations.

Supervise, coordinate and train assigned staff and evaluate their work. .

Establish and maintain effective relationships with those contacted in the course of work.

Read and write at the level required for successful job performance.

Operate a personal computer and use applicable software.

Understand and carry out oral and written Instructions independently.

Meet the public with courtesy and tact

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school.

AND

Experience:

Four years of increasingly responsible secretarial or clerical duties including two years of experience at the Administrative Assistant I level with the City of Fullerton or in a similar position.

Special Requirements Include:

Type at a net speed of 50 words per minute.

Must be able to work a flexible schedule to accommodate City needs.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

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Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for prolonged periods of time. An incumbent uses a computer, keyboard and related equipment, stands, walks and may twist, reach, bend, crouch, kneel, grasp, push, pull, drag and lift boxes of files and other items weighing 30 pounds or less. An incumbent may drive a vehicle on City business and must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt

Established September 2007 from Administrative Secretary Revised July 2003 Revised April 2001