

CITY OF REDWOOD CITY ADMINISTRATIVE ASSISTANT

DEFINITION

To perform paraprofessional programmatic oversight; to perform operational, procedural and budgetary and other analysis for City departments; to provide varied and often confidential secretarial and office administrative assistance to a department head and other departmental executive and professional staff; to oversee and coordinate departmental office support functions, including day-to-day or project direction to office support staff; and to perform related work as assigned.

DISTINGUISHING CHARACTERISTICS

This administrative support class is distinguished from other City office administrative and secretarial support classes in that all positions are characterized by having ongoing programmatic responsibility related to the department to which assigned. Successful performance of the work typically requires analytical ability as well as the ability to synthesize and summarize information. Although work assignments are diverse, all positions normally have general guidelines for action; however, day-to-day activities require the use of initiative and independent judgment, exercise non-technical program oversight and deal with a variety of City staff and representatives of the public in occasionally difficult situations. Supervision of and office support staff is normally assigned to this class, but it is programmatic responsibilities which distinguish the Administrative Assistant from related classes.

SUPERVISION RECEIVED AND EXERCISED

Direction is provided by the department head or management staff to which assigned. Project or day-to-day direction of office support staff may be required.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

1. Provides oversight to one or multiple programmatic areas, depending to the department to which assigned; ensures that work is completed in an appropriate manner and that program goals are met; recommends and implements policy or procedural changes related to the programmatic area(s); may develop the budget and time schedules for the programmatic area(s).
2. Conducts administrative, operational, budgetary, financial, procedural or other information or research projects related to the department or functional area to which assigned; analyzes alternatives and makes recommendations regarding such matters as administrative policies, budget development, staffing, productivity and other matters.
3. Attends to a variety of office administrative details such as following up on projects, transmitting information, keeping informed of departmental activities,

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- processing payroll forms, arranging for equipment and supply purchase and equipment maintenance, attending meetings and serving on a variety of committees.
4. Confers with staff of other City departments, representatives of government, community, business and public agencies and the public.
 5. Initiates specified correspondence independently for signature by appropriate management, supervisory or professional staff; reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage; uses a computer or word processor and appropriate word processing, desktop publishing and spreadsheet software.
 6. Receives and screens visitors and telephone calls, providing factual information which requires tact, discretion and the interpretation of policies and procedures; takes messages or refers the caller to the proper person.
 7. Researches and compiles a variety of informational materials from sources both inside and outside the office; summarizes such information as directed and may prepare reports from such materials.
 8. Organizes and maintains various office files, including personnel and tickler files; purges files as required.
 9. Provides supervision to office support staff; plans, assigns and reviews work; trains staff in work procedures.
 10. May serve as secretary to a Board or Commission, preparing agendas, assembling and distributing materials and taking minutes; may provide staff support to Commission members.
 11. Uses standard office equipment, using a computer, in the course of the work; may drive a personal or City motor vehicle in order to attend meetings or deliver or pick-up materials.
 12. Perform work with a record of regular attendance and punctuality.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Functions and procedures related to the programmatic area of assignment.

Computer applications related to the work.

Applicable laws, codes, rules, regulations and policies.

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Standard office administrative and secretarial practices and procedures, including filing and business letter writing.

The operation of common office equipment, including a word processor and personal or on-line computer equipment and word processing and spreadsheet software.

Correct business English, including spelling, grammar and punctuation.

Business arithmetic, including basic statistics.

Records management principles and practices.

Basic budgetary principles and practices.

Basic supervisory principles and practices.

Ability to:

Plan, develop, oversee, review and carry through assignments in the programmatic area(s) to which assigned.

Perform paraprofessional level analytical work in the area to which assigned.

Provide varied secretarial and office administrative assistance to management, supervisory and professional staff.

Interpret, apply and explain applicable regulations, policies and procedures.

Prepare clear and concise reports, correspondence, procedures and other written materials.

Organize work, set priorities, meet critical deadlines, and follow up assignments with a minimum of direction.

Use tact, discretion, initiative and independent judgment with established guidelines.

Compose correspondence independently or from brief instructions.

Organize and maintain accurate records and files.

Make accurate arithmetic, statistical and budgetary calculations.

Operate standard office equipment, including a personal computer.

Type at a net rate of 60 words per minute from printed copy.

Plan, direct and review the work of others and train others in work procedures.

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Use tact, discretion and prudence in dealing with those contacted in the course of the work.

Experience and Education Guidelines:

Any combination of experience and education that would provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of experience providing responsible office administrative and secretarial assistance to management and professional staff.

Education:

Equivalent to completion of two years of college or possession of an Associate of Arts degree with major course work in business or public administration or a field related to the work. Addition experience as described above may be substituted for the education on a year-for-year basis.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

Special Requirements:

Essential and important duties require the following physical abilities and work environment:

Mobility to work in a typical office setting and use standard office equipment and vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone.

Specified positions may require possession a valid California Class C driver's license and a satisfactory driving record.

Effective Date: June, 1996

Bargaining Group: Redwood City Management Employees' Association