

**ADMINISTRATIVE ASSISTANT**

**DEFINITION**

Under general direction, performs a variety of highly responsible, professional, and complex administrative duties for a City department, division and/or City Council, and assists in coordinating office services and special projects. Performs other related tasks as assigned.

**IMPORTANT AND ESSENTIAL DUTIES**

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

1. Composes and types a variety of reports, letters, internal documents, meeting minutes and resolutions, public notices, flyers, and outreach correspondence; writes letters advising actions taken by the Council or Commissions; may take and/or transcribe dictation and compose letters.
2. Composes and publishes documents; prepares agendas and transcribes and distributes minutes for meetings; determines the needs for communications materials and make recommendations.
3. Serves as a community liaison and resource for residents; facilitate resolution to citizen complaints; respond to request for information from staff and the public; explain programs, policies, and procedures to staff and the public.
4. Works effectively with City staff and the public in acquiring and disseminating information related to the communications and marketing efforts of assigned department.
5. Obtains and correlates materials for reports, and assists in their preparation.
6. Receives and collate miscellaneous reports related to department operations, such as time records, budget expenditures, and personnel action sheets.
7. Participates in the development of the annual budget and makes purchase recommendations; assists with departmental budget process and preparation; generates pertinent reports and worksheets for staff to assist with budget evaluation and revenue/expenditure status; provides financial and statistical data for various programs, project, and division accounts.
8. Schedules and maintains appointments and work plans for staff.
9. Makes travel arrangements, and arranges conferences and meetings.
10. Maintains files of correspondence, records, and other documents.
11. May attend meetings of the Council or Commissions, and takes and transcribes minutes, as well as maintains official minute records.
12. Collates and distributes departmental status reports to staff and appropriate City officials.
13. Assists in office operations and procedures, and performs relevant office duties as needed.
14. Deals with the general public and public officials in person and by telephone.
15. Deals judiciously with highly confidential information and materials, and maintains confidential records.

### **OTHER JOB-RELATED DUTIES**

1. Basic public relations principles and practices.
2. Work with other staff members on video assignments and shows for the City's government access channel.
3. Promote City sponsored events community events, activities, and programs; acts as liaison to citizens, school, and community groups in providing information and promoting a positive image of the City.
4. Composes, edits, and publishes public programs of interest and evaluates programs. Conduct educational outreach to increase public awareness of City programs as well as seek new opportunities for additional outreach needed in the community.
5. Coordinate special events, special communications, marketing projects; serve on and/or attend a variety of committee meetings.

### **JOB-RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Demonstrated Experience In:**

1. Municipal organizational operations, procedures, rules, and regulations.
2. Modern office practices, principles, and procedures.
3. Modern office machines and computer software including internet, email, spreadsheets, word processing, and databases.
4. Sorting, alphabetizing and filing documents, records, reports, forms or other materials.
5. Basic office communication, grammatical and punctuation skills, and telephone ethics.

#### **Ability to:**

1. Meet and deal tactfully with the public and officials.
2. Understand and carry out oral and written direction.
3. Type accurately at a speed of not less than 50 words per minute.
4. Respond to questions from the public and City staff on a variety of topics.
5. Plan and organize work to meet schedules and deadlines.
6. Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
7. Prepare comprehensive reports and correspondence using analytical skill and independent judgment in the selection of data or interpretation of laws, rules, or policies.
8. Work independently, productively, and resourcefully.
9. Communicate effectively orally, and maintain effective working relationships with co-workers, supervisors, City officials, and the general public.

### **EXPERIENCE AND TRAINING GUIDELINES**

**Experience** - Five years of administrative support experience is required. Prior municipal government experience is highly desirable.

**Training:** - High school graduation or equivalent is required. College level coursework in business, public relations, communications, public administration or other related field is desired. Should stay current in the field and acquire training as new technology presents itself.

**Special Requirements:** - Must possess and maintain a valid California Class C Driver's License. Must stay current in field, and acquire all necessary training that new technological changes may present. Ability to understand and speak Spanish is highly desirable.

**Physical Requirements:** - Essential duties require the following physical abilities and environmental conditions: Ability to sit, stand for long periods, walk, kneel, reach, twist, lean, climb and lift supplies/forms, operate a computer keyboard, calculator, and telephone for long periods, and tolerate exposure to vibration, pitch and glare from a computer.