



ADMINISTRATIVE ASSISTANT II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

To perform a variety of highly responsible, confidential and complex administrative duties in support of a City department head and staff. Primary responsibilities include providing substantial administrative support to a department head detail; dealing with sensitive, confidential and technical subject matter.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the administrative support series. It is distinguished from the class of Administrative Assistant through technical job knowledge and level of skills required; the degree of confidentiality and sensitivity of subject matter and the consequence of error. Depending upon assignment, work is performed independently or under general supervision. Incumbents may direct the work of lower-level clerical and support personnel.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from a department head.

May exercise direct or functional and technical supervision over administrative support personnel.

ESSENTIAL FUNCTIONS:

- Perform a wide variety of complex, responsible, and confidential duties for a department head.
- Prepare a variety of correspondence, reports and other material for the department head and appropriate staff from notes, rough drafts, handwritten material or other source; independently composes correspondence.
- Provide information and assistance to a variety of interested parties, which are frequently of a confidential, sensitive, or technical nature; screens telephone calls and visitors, referring them to the appropriate person or agency.
- Interpret city policies, procedures, laws and regulations in response to inquiries and complaints; resolve citizen concerns and complaints; refer inquiries, as appropriate.
- Compile data for inclusion in reports and other documents for use by other departmental staff; maintains complex department records, including confidential personnel and fiscal matters. Maintain manuals and update resource materials.
- Receive monies and records payments as appropriate, and may prepare summaries of transactions.
- Maintain a variety of support functions or systems such as files and supplies; arranges appointments, meetings, conferences and trips for the department head and staff.
- May serve as secretary to Commissions or Boards, which includes preparation and distribution of agendas and related material; the taking and preparing minutes for public

- record and appropriate legally required follow-up to commission actions and other legal requirements.
- Maintain complex department records concerning personnel and fiscal matters, which include training activities and compliance with various regulations; attendance and time-off records; balancing monies collected by the department; and processing of all accounts payable and receivable.
 - Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budget items; monitor expenditures.
 - Plan, prioritize, assign, supervise and review the work of staff involved in assigned activities. Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
 - Evaluate operations and activities of assigned responsibilities; recommend organizational or procedural improvements and modifications affecting support activities; prepare various reports on operations and activities.
 - Make travel arrangements, maintain appointment schedules and calendars, and arrange meetings, conferences, and civic functions; maintain calendar for use of the public facilities.
 - May oversee building or facility maintenance

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification)*

Education and Experience:

Sufficient education and experience to satisfactorily perform the duties of this classification. A typical qualifying background would be at least completion of a two-year post high school business or secretarial school, plus at least five years of increasingly responsible secretarial and clerical experience, including some experience in office management or supervisory capacity.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of principles of office management, Microsoft Office, including Excel and PowerPoint; functions and organization of municipal government in general and the operating department in particular; basic mathematics, correspondence forms, correct punctuation, spelling, grammar and vocabulary; comprehensive records retention systems; principles of supervision, training, and performance evaluation.

Ability to effectively manage office clerical functions; acquire a thorough knowledge of department and City functions, procedures and policies; work independently and make decision on work priorities and procedural matters with only limited direction received; maintain confidentiality and exercise sound judgment in dealing with sensitive issues; maintain accurate and complete records; work cooperatively with other departments, city officials and outside agencies; work extended or irregular hours.

Skills: Operate a variety of office equipment with speed and accuracy, including computer software programs such as Microsoft Word, Excel, PowerPoint, Front Page and Outlook. Type at a speed necessary for successful job performance.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Ability to sit for long periods of time at a desk; stand and walk for moderate periods of time and crouch/stoop/squat occasionally. Ability to hear phones and normal conversations; speak, read and write correct English; receive and follow instructions; and remain calm during difficult situations.

A-100
ADMINISTRATIVE ASSISTANT II
(ADMINISTRATIVE SECRETARY)
REVISED TITLE DEC 2014
AFSCME 829
NON-EXEMPT
REVISED: June 2008
April 2012
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