



MANAGEMENT ASSISTANT

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities 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.

DISTINGUISHING CHARACTERISTICS:

This is the advanced journey level class in the administrative support series. It is distinguished from the class of Administrative Assistant based on the level of technical job knowledge and skills required; the degree of confidentiality and sensitivity of subject matter; and the high level of competency needed to be successful. Depending upon assignment, work is performed independently or under general supervision. Incumbents may direct the work of lower-level administrative support personnel.

SUPERVISION RECEIVED:

Receives general supervision from a Department Head. May exercise direct or functional and technical supervision over clerical and support personnel.

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

- Perform a wide variety of complex, responsible, and confidential duties for a department head.
- Prepare a variety of correspondence, reports, power point presentations 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.
- Record payments for plans and specifications, and prepare summaries of transactions for Finance.
- Maintain a variety of support functions or systems such as files and supplies.
- Serves as secretary to Commissions or Boards, which includes the preparation and distribution of agendas and related material; the taking and preparing of minutes for public records and provides follow-up to commission actions.

- Maintain complex department records concerning personnel and fiscal matters, including training activities and compliance with various regulations; process payroll, maintain an attendance program and time-off records; and process accounts payable and receivables.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budget items; monitor expenditures.
- Schedule and assign job duties to division interns.
- Evaluate operations and activities of assigned responsibilities; recommend organizational or procedural improvements
- Make travel arrangements, maintain appointment schedules and calendars, and arrange meetings, conferences, and civic functions; maintain calendar for use of the public facilities.
- Identify concerns and contact building maintenance to correct building related issues.
- Routinely email reminders to staff of upcoming staff reports. Track staff report preparation progress. Create standard resolutions. Review and upload staff reports, resolutions and exhibits into Legistar or other applications. Ensure that they are correctly formatted and submitted in a timely manner. Keep staff on track to meet deadlines.

IF ASSIGNED TO THE PUBLIC WORKS DEPARTMENT:

- Prepare and process documentation, data rolls and assessments for various programs including, but not limited to Storm Drain Fee, Sidewalk Program, Special Assessment Districts, Senior Deferral Program, Public Notices, Liens, and coordinate with San Mateo County Assessor's Office for compliance.
- Determine current construction costs index and prepare graphs to benchmark construction costs trends for Engineering staff.
- Plan and execute events for Public Works Events.
- Track Capital Improvement Project schedules - Assist the Engineering staff in developing and regularly updating project schedules and budgets to ensure timelines and expenditures are in compliance with approved goals.
- Assist Engineering Staff in the preparation and processing of Public Works Contracts.
- Perform the following tasks associated with the development and implementation of Water and Sewer Rates:
 - Conduct water and sewer rate survey for surrounding agencies
 - Preparation of public notices to residents
 - Preparation and mailing of Proposition 218 notices to customers
 - Preparation of FAQ information flyers for customer mailings and for City website
 - Design brochures and presentations for City Council and the public as directed by the Public Works Director
- Prepare and maintain standard templates for letterheads, agendas, memos, agreements, resolutions, ordinances, staff reports and other process forms used in Public Works Department. Implement the records retention program for the Engineering Division and

ensure all Government Code and Brown Act requirements are adhered to.

- Manage cell phone plans for Engineering Division.
- Assists the Director in reviewing Department's expense reports and documentation for compliance with City Purchasing Procedures. Maintain Public Works website for providing information on:
 - Plan holder lists
 - Capital improvements
 - Brochures
 - Division updates
 - City Standard Details & Typicals
 - Fee Schedule
 - Projects
 - TSPC meeting minutes, agendas, calendar and eNews
- Prepare Public Notices as required and noticing within geographic areas when necessary.
- Assist other departments (i.e., by designing brochures and covers for Budget and CAFR covers, Leaf Blower Ordinance, Corp Yard brochures,)

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 an Associate of Arts degree , plus at least seven years of increasingly responsible administrative staff support and office management experience, including some in a 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 and budgeting; 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 administrative functions;, interpret and write procedures and policies; work independently and cooperatively and make decisions on work priorities with limited direction; 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; organize events 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, and Outlook. Type at a speed necessary for successful job performance; manage multiple projects, managing budgets.

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.

A120
AFSCME 829 ADMINISTRATIVE UNIT
NON-EXEMPT
AUGUST 2015