



**April 2016**  
**FLSA: NON-EXEMPT**

## **SENIOR ADMINISTRATIVE ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of complex, administrative support and technical or specialized duties related to the operation of a division and/or various programs within the District; maintains and updates complex databases for assigned programs; prepares written correspondence in response to requests for information and for various notices related to programs; prepares materials for distribution; performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the assigned supervisor or manager. May exercise functional and technical direction over Administrative Assistants or other assigned support staff as needed.

### **CLASS CHARACTERISTICS**

This is the advanced journey level class in the Administrative Assistant series, which provides varied, complex, and highly responsible administrative support to various District programs and/or a division within the District. Incumbents are assigned to support advanced functions and programs that require a higher level of technical and/or specialized skill and experience not typically required of a journey level Administrative Assistant. This class is distinguished from the Administrative and Fiscal Specialist in that the latter performs complex and technical administrative support work with a concentration on finance and human resources and serves as back-up to the Administrative Services Manager.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Develops, modifies and maintains database files requiring advanced knowledge of technical program procedures and specialized operations; uploads and downloads information from state and federal databases; imports and converts files; prints files; updates information in a variety of program databases.
- Compiles data for special and periodic reports; reviews information and data for accuracy and completeness; performs mathematical and statistical calculations.
- Responds to requests for information regarding program activities or data; provides information by telephone and in-person regarding program procedures.
- Receives, processes, and tracks public records requests; assists the public in understanding what information is available and what must be done to obtain access to the documents; reviews materials

for confidentiality of data or trade secret status; prepares and provides responses in a timely manner, in accordance with the California Public Records Act.

- Maintains electronic and hard copy files for a variety of programs, including correspondence, reports, documents and District rules and regulations; establishes and maintains a variety of complex files including source files, correspondence, state legislation, and regulations in support of a division; reviews files for completeness, accuracy and correct format.
- Tracks program activities and/or equipment and supplies; maintains inventories and assists with the purchase of parts and equipment.
- Assists in the administration and processing of District grants and programs; assists in the preparation of grant applications; develops and conducts outreach and education efforts for the public on available grants and programs.
- Processes applications for new or current permit holders; conducts research and contacts contractors, consultants, and engineers to gather all necessary information; coordinates the assignment of the complete permit folder to designated staff.
- Maintains activity logs for each program and the division for the monthly Board Report; prepares mailing lists and mails out program advisories and notices; maintains program contact lists.
- Writes procedures to clarify and describe program procedures; prepares Hearing Board orders.
- Acts as back-up to other administrative support positions within the District; provides functional and technical training to lower level employees as needed.
- Provides complex, responsible and confidential administrative support for a division, program(s), or management team member(s); types and proofreads a wide variety of complex and confidential reports, letters and memoranda; independently prepares correspondence; types from rough draft or verbal instructions; prepares documents based on data obtained from records and other sources, and processes in accordance with prescribed procedures; may make appointments, maintain complex calendars, and make travel arrangements.
- Screens office and telephone callers; responds to complaints and requests for information regarding program/division regulations, procedures and systems; monitors after hours extensions for incoming messages; forwards messages to appropriate staff members; notifies staff of incoming correspondence/notices regarding assigned programs; maintains and organizes division correspondence to be filed.
- Arranges and schedules appointments and meetings with public officials, industry representatives, public agencies, special committees, and District staff.
- Coordinates and participates in public information and education programs; designs educational and visual materials to convey information to participants.
- Coordinates production of periodic newsletters and legal notices; mails and faxes news releases to public agencies, news media, and staff/board members; updates mailings lists in database; prepares mailings such as updates of Rule Development and Public Notices.
- Attends division meetings; types and distributes meeting minutes; sets up basic equipment, food and beverages for applicable meetings.
- May serve as backup for the Clerk of the Boards in his/her absence.
- May participate in budgetary planning and tracking for a particular program.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, District management and staff, and the public.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Assigned department functions, programs, policies and procedures.

- Complex technical processes and procedures necessary for the support of intricate projects and programs.
- Techniques in the use of computer applications including spreadsheets, word processing, database, and presentation programs.
- Administrative support functions, including typing, maintaining files, and maintaining databases.
- Basic principles of mathematics.
- Policies, procedures, and guidelines of the area to which assigned.
- Methods and techniques of scheduling work assignments.
- Methods and techniques for record keeping and report preparation and writing.
- Occupational hazards and standard safety practices.
- Practices and methods of office management and administration, including the use of standard office equipment such as a computer and applicable software.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

**Ability to:**

- Perform responsible, complex and confidential administrative work involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the assigned division, other District divisions, and outside agencies.
- Utilize computer applications in the course of work including spreadsheets, word processing, database, and presentation programs.
- Use sound judgment in the interpretation and application of division rules and policies.
- Independently prepare correspondence and memoranda.
- Meet deadlines.
- Respond to requests and inquiries from the general public.
- Operate and use modern office equipment, including a computer.
- Perform mathematical calculations quickly and accurately.
- Understand, explain, and apply applicable laws, codes, ordinances, and regulations.
- Read, interpret, and record data accurately.
- Organize, prioritize, and follow-up on work assignments.
- Work independently and as part of a team.
- Make sound decisions within established guidelines.
- Analyze a complex issue and develop and implement an appropriate response.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.
- Learn the policies, procedures, and guidelines of the area to which assigned in a timely manner.
- Compile and review information.
- Prepare records and reports.
- Use initiative and exercise independent judgment.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of twelfth (12<sup>th</sup>) grade and four (4) years of administrative and office support experience, or two (2) years of experience equivalent to an Administrative Assistant with the MBUAPCD.

**Licenses and Certifications:**

➤ None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Additionally, incumbents occasionally work outdoors in all weather conditions including wet, hot, and cold, with exposure to dust, fumes, vapor, and high noise levels. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.