



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

## **ADMINISTRATIVE ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of routine administrative support duties related to the operation of a division and/or various programs within the District; maintains and updates 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. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is the journey level in the Administrative Assistant series, which provides a variety of complex and responsible administrative support to various District programs and/or a division within the District. Incumbents may support a program or may complete basic administrative projects. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the assigned programs(s) and/or division. This class is distinguished from Senior Administrative Assistant in that the latter is assigned the more advanced and complex programs and may perform programmatic and/or technical work requiring more experience and training and a higher level of skill and knowledge about program and/or division specific functions and processes. This classification often serves as lead for a particular program or function.

### **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 knowledge of program procedures and 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 simple calculations.
- Responds to requests for information regarding program activities or data; provides information by telephone and in-person regarding program procedures.
- 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 files, including source files, correspondence, state legislation, and regulations in support of the 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.
- Writes procedures to clarify and describe program procedures; drafts routine Hearing Board orders; researches requests for District documents and records; conducts basic legal research.
- Acts as back-up to higher-level administrative positions within the District; provides functional and technical training to less experienced employees as needed.
- Prepares letters, forms and reports using word processing and other computer applications; proofreads documents for form completeness and correct spelling, grammar and punctuation; prepares documents based on data obtained from records and other sources, and processes in accordance with prescribed procedures.
- Provides responsible and confidential administrative and clerical support; types and proofreads a variety of routine 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.
- Screens office and telephone callers; responds to complaints and requests for information regarding program/division regulations, procedures and systems.
- Establishes positive working relationships with representatives of outside organizations, state/local agencies and associations, vendors, District management and staff, and the public.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Assigned department functions, programs, policies and procedures.
- Administrative support functions, including typing, preparing reports, maintaining files and maintaining databases.
- Basic principles of mathematics.
- Applicable federal, state and local laws, codes, and regulations.
- 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.
- Methods and techniques for record keeping and report preparation and writing.
- Principles and practices of data collection and report preparation.
- 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 and confidential administrative support work involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the assigned division, other District divisions, and external agencies.
- Learn the policies, procedures, and guidelines of the area to which assigned in a timely manner.
- Interpret and apply 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, 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.
- 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 two (2) years of administrative and office support experience.

**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.