



ADMINISTRATIVE ASSISTANT

Salary Range: 23 (Public Service Salary Schedule)

DEFINITION

Under general supervision, performs a variety of clerical and administrative duties of considerable complexity requiring thorough knowledge of the assigned department or division, its programs, procedures, and operational details; composes and prepares correspondence using considerable judgment in content and style; provides information to the public and City staff; and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level clerical classification that performs moderately to considerably complex clerical and administrative duties in support of the assigned department or division. Assigned duties require the exercise of judgment or choice among possible actions, sometimes without clear precedents. 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 work unit.

ESSENTIAL DUTIES

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

- Performs a wide variety of complex, responsible clerical, and administrative duties for an assigned department or division.
- Performs routine to complex administrative tasks; researches and compiles background data; prepares independent draft reports and documentation such as staff meeting or board/commission meetings; maintains records and files regarding department administrative activities.
- Prepares, types, and/or processes various documents requiring specialized knowledge of the department or division, which may include, but are not limited to, permits, licenses, applications, vouchers, claims, meeting agendas and minutes, correspondence, periodic reports, contracts, agreements, bid documents, and marketing materials.
- Interprets and explains City and department guidelines, policies, rules, and regulations in response to inquiries; refers inquiries as appropriate.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as meeting secretary, including preparing agendas and informational packets, setting up meeting and training rooms, and taking and transcribing minutes for

assigned meetings, boards, and commissions; assists in preparing departmental agenda items and packets for City Council or other committee/commission meetings.

- Screens calls, visitors, and mail; responds to moderately complex requests for information.
- Provides administrative support in developing and monitoring department budgets, including processing expense claims, invoices, and purchase orders.
- Researches, compiles, and analyzes data for special projects and various reports; assists in the preparation of City Council presentations, including the preparation of material and data.
- Assists with coordinating, collecting, and responding to department Public Records Requests.
- Independently responds to letters and general correspondence not requiring the attention of professional personnel.
- Performs and coordinates department specific marketing and outreach tasks to increase program effectiveness and revenues; develop methods to monitor and evaluate the effectiveness of the plan.
- Performs clerical/administrative duties related to department or division activities which may include, but is not limited to, typing and copying documents, scanning, filing/retrieving files, reviewing and processing mail, faxing information, answering the telephone, scheduling appointments and meetings, maintaining calendars, maintaining inventory of supplies and materials.
- Receives and responds to inquiries, in oral or written form, from the public or other agencies concerning department/division operations.
- Maintains and updates City, departmental, and/or program websites.
- May perform basic accounting functions related to ordering supplies, equipment, and services.
- Initiates and maintains a variety of files and records.
- Completes special projects as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and function of public agencies, including the respective roles of an elected City Council and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests/interruptions.
- Interpret, implement, explain, and apply guidelines, policies, procedures, technical processes, and computer applications related to the department to which assigned.
- Analyze and resolve office administrative and procedural concerns.
- Perform research and prepare reports and recommendations.
- Compose correspondence and reports independently or from brief instructions.
- Establish and maintain a complex and extensive records management system for the assigned department.
- Prepare, monitor, and update various agreements, contracts, policies, and other documents.
- Make accurate arithmetic and statistical calculations.
- Take a proactive approach to customer service issues in a professional manner.
- Train assigned clerical staff.
- Take notes rapidly and accurately; accurately transcribe own notes.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with minimal direction.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience

A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

Equivalent to graduation from high school; supplemented by 24 semester units of college-level coursework from an accredited college in business administration, public administration, or a closely related field;

AND

Three (3) years of full-time increasingly responsible secretarial and/or administrative experience involving frequent public contact, including the interpretation and application of rules and regulations.

Licenses and Certifications

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed material 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 work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental guidelines, policies, and procedures.

WORKING CONDITIONS

Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted: June 2007

Revised: October 2023

FLSA: Non-Exempt

