

ADMINISTRATIVE SECRETARY

DEFINITION

To perform a variety of highly responsible administrative office duties of a routine analytical nature in support of a department head; to provide complex clerical and administrative support duties for specific functional areas; to assist with confidential and sensitive projects; and to perform a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level administrative support Administrative Secretary class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned department head.

May exercise direct supervision over assigned clerical staff.

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

Perform a wide variety of complex, responsible, and sensitive administrative office duties for executive staff and other management personnel including providing routine analytical support.

Create and administer City contracts; draft staff reports, resolutions and ordinances; serve as the City's liaison to Planning Commissioners .

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for office operations; and, implement office policies and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; and, prepare various reports on operations and activities.

Research, compile and analyze background data for executive management, City Council or other Boards and Commissions; perform administrative projects for management personnel; prepare independent draft reports and documentation; and, maintain, copy, and scan records and files and documents regarding department administrative activities.

Provide follow up to assignments given to management and operations staff by executive or management staff; provide status reports to executive staff.

Interpret and explain City and department policies, rules, and regulations in response to inquiries; refer inquiries as appropriate; assist in developing department policies and procedures in order to meet department objectives.

Coordinate the department-wide City Council and Commission agenda process; review staff reports for quality and completeness; ensure related attachments and exhibits are included; and, coordinate agenda process with City Clerk's office.

Participate and assist in the development and administration of a department budget; prepare budget reports; compile annual budget requests; monitor and control expenditures; and, track and reconcile bills.

Independently respond to letters and general correspondence not requiring the attention of executive personnel; review mail and evaluate mail to identify those items requiring priority attention.

Receive and screen telephone calls including complaints, and provide assistance to callers and visitors using judgment as to those requiring priority attention; answer questions and provide information to the public; and, investigate complaints and recommend corrective action as necessary to resolve complaints.

Coordinate and make travel arrangements; maintain appointment schedules and calendars; and, schedule, arrange, attend and/or assist with meetings, seminars and conferences.

Provide administrative support for assigned task forces, commissions, committees and boards including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meetings as assigned.

Provide lead support, as assigned, to administrative support personnel including assigning and reviewing work of others, and responding to questions and situations about which less experienced staff have not been exposed.

Order, track and purchase supplies for administrative operations; perform accounting clerical functions related to ordering supplies, equipment and services.

Maintain time card and payroll records; prepare, update and process personnel action forms, employee data sheets, and position control sheets; maintain departmental records for management personnel including employee evaluations and confidential disciplinary actions.

Provide other specialized administrative office support based on the unique operational needs of the department or division to which assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

General operational procedures and processes of the department division to which assigned.

Principles and practices of routine analytical research and project coordination.

Modern office equipment, methods, procedures, and computer hardware and software.

English usage, spelling, grammar and punctuation.

Principles of lead supervision and training.

Principles of budget monitoring.

Techniques and principles of effective interpersonal communication.

Principles and methods of business letter and report writing.

Principles and practices of safety management.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Ability to:

Organize, plan, schedule and implement administrative and clerical operations and support and related special projects for a department to which assigned.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Understand the organization and operations of the City and of outside agencies as necessary to assume assigned administrative responsibilities.

Assist in the development and monitoring of an assigned program project budget; project, track and reconcile expenses.

Develop and recommend policies and procedures related to assigned operations; interpret and apply administrative and departmental policies, laws and rules; analyze situations carefully and adopt an appropriate, effective course of action within parameters.

Compose professional quality general correspondence and letters; write highly technical, detailed and analytical reports; take notes and write summaries of meetings.

Type, take and transcribe dictation.

Maintain a high level of confidentiality of a wide range of sensitive information when involved with human resource or payroll related functions.

Act as lead over other support staff by assigning, reviewing, and training on work assignments,

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Effectively to produce complex, technical, reports, charts, spreadsheets and other documents and maintain databases and records.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

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

Experience:

Two years of responsible governmental administrative office and programmatic experience.

Training:

Equivalent to the completion of the twelfth grade supplemented by college course work in business, accounting or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

REVISED: June 2003; March 2019

FLSA: Non-Exempt