



JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT I **(Housing Authority Department)**

DEFINITION

Under general direction, performs a wide-range of secretarial functions at the Administrative level including a variety of professional, administrative and analytical work involved in the administration and analysis of issues affecting City operations.

CLASS CHARACTERISTICS

This class is characterized by more complex duties and specialized knowledge of administrative, analytical and secretarial functions. The incumbent may be utilized in various City functions where specialized knowledge is required.

EXAMPLES OF DUTIES

Depending upon assignment, duties may include, but are not limited to, the following:

1. Performs complex clerical/technical work involving the analysis of a variety of source materials, considerable knowledge of policies and procedures, and working knowledge of applicable regulations.
2. Assists in implementing office programs and clerical systems, procedures and policies.
3. Word processes/types, compiles and copies documents, reports and other materials; maintains records of actions and documents; assists others in the performance of related clerical tasks.
4. Handles telephone and office callers by furnishing the information requested, resolving the problem/complaint, or referring the caller when appropriate.
5. Gathers and assembles information, materials and public records which require the use of independent judgment and initiative; researches and compiles data for special projects; provides staff assistance in the implementation of project recommendations.
6. Provides general secretarial and administrative support as assigned. May maintain Home Improvement Program files and financial records.
7. May develop and maintain activity and financial reports.
8. Provides Notary Public Services as required by various City departments and the public. Must obtain certification within six months of employment.
9. Without additional compensation, employee shall perform such additional acts or duties as the City Manager shall assign.



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QUALIFICATIONS/GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance. Example combinations include graduation from high school or equivalent and at least four years of progressively responsible secretarial experience in municipal government, supplemented by or including course work in modern office procedures. Completion of four year college curriculum is highly desirable.

Knowledge, Skills and Abilities

Considerable knowledge of office methods and practices; administrative structure of municipal government; functions, policies and procedures of the assigned and related work units; familiarity with City ordinances, rules and regulations; software programs and related equipment; record keeping, report preparation and filing methods; researching and compiling informational materials; organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction. Skill in the operation of a variety of office equipment, computers and software (word processing, database, presentation and spreadsheet applications and others) as needed. Ability to use good judgment in the application of departmental policies and procedures; apply and explain related laws, ordinances, policies and procedures; work effectively in the absence of supervision; take responsibility and use good judgment in recognizing scope and authority as well as in reflecting program goals and intent of supervisor; communicate effectively both orally and in writing; use correct English grammar, punctuation and spelling; edit for inconsistencies in grammar, punctuation and spelling; understand and follow verbal and written directions; receive the public in person and over the telephone; establish and maintain cooperative working relationships.

SPECIAL REQUIREMENTS

Satisfactory driving record and possession of, or ability to obtain, an appropriate California Driver's License. Ability to serve as a certified, bondable Notary.

ESSENTIAL ELEMENTS

Physical Demands

Sitting, standing, walking, reaching, grasping, lifting, manual dexterity, clear speech-complex, clear-seeing, and driving (car).

Stress Factors

Ability to assist the public, staff and elected officials. Ability to interpret and explain actions to the public.

Work Environment

Considerable work with the public and staff; verbal, face-to-face and telephone contact.

Mental Requirements

Reading complex, writing complex, perception/comprehension and judgment. Ability to work with those who may have differing opinions and maintain cooperative working relationships.

Equipment

Telephones, calculators, typewriters, photocopiers, facsimile machines; postage, folding and sorting machines; recording and transcription devices; computers, network and data based terminals, keyboards and printers.