

ADMINISTRATIVE ASSISTANT

DEFINITION

Under direction, performs secretarial and administrative work of considerable difficulty and complexity for an Assistant or Deputy Director; performs office support work requiring independence, initiative, and discretion; may be responsible for clerical office oversight and/or may supervise the work of clerical support staff and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the full working-level class in the Administrative Assistant series. Positions in this class provide secretarial and clerical support to Assistant or Deputy Directors. Consequently, the level of secretarial work expected of incumbents is greatly impacted by the management focus and related advanced nature of the assignments. Incumbents are expected to apply substantial initiative and independent judgment to their work, which may also include technical administrative duties.

This position may assist in the coordination of emergency services function for the County and Operational Area as directed by the Office of Emergency Services Director

This class differs from the class of Senior Administrative Assistant because incumbents in that class provide highly advanced secretarial and technical duties for a Director (Department/Agency Head) and may also have first-line supervisory responsibilities.

SUPERVISION RECEIVED AND EXERCISED

The Administrative Assistant receives general supervision from higher-level management staff; may exercise direct supervision over clerical staff.

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

Performs advanced secretarial support duties for an Assistant or Deputy Director within a department; develops and recommends complex procedures applicable to areas of assignment.

Develops and implements systems for improving the efficiency and effectiveness of assigned operations.

Monitors deadlines and calendars as assigned and develops/maintains control and tracking systems.

Arranges and coordinates meetings, seminars or classes; arranges for travel transportation.

Administrative Assistant
Rev.- 03/12/06
Rev.- 02/11/07
Rev.- 07/01/07
Rev.- 01/13/08
Rev.- 07/13/08
Rev.- 07/01/11
Rev.-6/17/14
Rev.- 03/17/20

M.O. #6-3/21/06
M.O. #22-2/6/07
M.O. #22-2/6/07
M.O. #22-2/6/07
M.O. #22-2/6/07
M.O. #11-7/5/11
M.O.#22c-6/17/14
M.O. #7b-3/17/20

Receives and screens visitors and calls, using a high degree of judgment in their disposition; refers for reply to appropriate staff member, and follows up to ensure that deadlines are met.

Interprets and explains specialized and complex information regarding established rules, regulations, policies, procedures and technical office operations to managers, patients, clients, outside agencies and others.

Researches difficult and complex issues; obtains information from managers, staff, clients, and others.

Composes correspondence (reports, letters, resolutions and other documents) independently or in accordance with general instructions, requiring a thorough knowledge of the procedures and policies of the office; arranges correspondence for an Assistant or Deputy Director's personal reply in order of priority, with appropriate background material attached for reference.

Reviews outgoing correspondence prepared by other staff members for an Assistant or Deputy Director's signature, checking for consistency with administrative policy as well as for format, grammatical construction, and clerical error.

Develops and maintains specialized filing systems, including coding and indexing various records and/or legal documents.

May serve as staff liaison to Board of Supervisors, advisory boards, outside agencies, committees, commissions, etc.; prepares agenda items for the Board related to assigned department.

May plan, prioritize, assign, supervise and review the work of staff involved in clerical support of assigned department or division.

This position may be associated with the Office of Emergency Services (OES) and may serve in the Emergency Operations Center (EOC).

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Secretarial and other office practices and procedures.

Pertinent federal, state and county laws and regulations.

Principles and practices of prioritizing, planning and organizing work.

Clerical methods of researching, gathering, organizing and reporting data.

Modern office practices and technology, including the use of computers for data and word processing.

Principles of supervision, training and performance evaluation.

Basic budgeting procedures and techniques.

Principles and procedures of filing and record keeping.

Business letter writing and report preparation.

English usage, spelling, grammar and punctuation.

Basic mathematical principles.

Ability to:

Provide a full range of secretarial duties to support Deputy Directors.

Learn, understand and interpret pertinent federal, state and local laws, codes and regulations.

Learn the operation, policies and procedures of the department.

Supervise, train and evaluate the work of staff.

Plan, organize and schedule office work flow.

Assist with budget preparation and administration.

Evaluate and establish priorities.

Communicate clearly and concisely, both orally and in writing.

Proficiently perform required tasks using word processing and related software in use in the department to which assigned.

Establish and maintain effective working relationships with others, even in difficult situations.

Maintain records and prepare required reports.

Maintain confidentiality and/or otherwise sensitive information as required.

EXPERIENCE AND TRAINING GUIDELINES:

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

Experience:

Five (5) years of increasingly responsible clerical and/or secretarial experience including duties related to departmental administrative operations.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized secretarial training or business course work from an accredited college, university or recognized technical training institution.

WORKING CONDITIONS

Mobility - Frequent operation of a data entry device, repetitive motion, sitting for long periods, walking; occasional standing, pushing, pulling, bending, squatting, and climbing.

Lifting - Frequently 5 pounds or less; occasionally 5 to 30 pounds.

Visual - Constant good overall vision and reading/close-up work; frequent color perception and use of eye/hand coordination; occasional use of depth perception and peripheral vision.

Hearing/Talking - Frequent hearing of normal speech, hearing/talking on the telephone, and talking in person.

Emotional/Psychological - Frequent decision making, concentration, and public contact.

Special Requirements - Some assignments may require working weekends, nights, and/or occasional overtime.

Environmental - Occasional exposure to varied weather conditions.