

CLASS SPECIFICATION

Administrative Assistant
Code Number: _____

GENERAL PURPOSE

Under direction, performs complex and highly responsible office and administrative duties in assigned functional areas; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class are assigned significant responsibility for carrying out administrative and office support duties, frequently of a complex, sensitive and confidential nature, in an assigned functional area. Incumbents may assign and review the work of other office support staff.

An Administrative Assistant is distinguished from a Senior Administrative Assistant in that incumbents of the Senior-level class perform more difficult and complex administrative support tasks involving a thorough knowledge of the policies and procedures for their functional areas with a significant degree of independence.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Researches and assembles information from a variety of sources for the completion of specialized forms and preparation of reports; makes arithmetic and statistical calculations.

Receives and screens visitors and telephone calls, providing general and specialized information regarding assigned function that may require the use of judgment, tact and sensitivity and the interpretation of policies, rules and procedures; responds to complaints from tenants, property owners, officials and the public, refers the complaint to appropriate staff and/or takes or recommends action to resolve the complaint; interprets and explains Commission policies, rules and regulations in response to inquiries.

Participates in the development and implementation of section policies and procedures.

Types correspondence, reports, contracts, agreements, specialized forms, technical and statistical material and confidential documents from drafts, notes or brief instructions; independently responds to correspondence and inquiries; proofreads and checks typed and other materials for accuracy and

completeness and for compliance with policies and regulations; enters and retrieves data and compiles reports using a computer terminal or computer.

Attends to a variety of office administrative details such as ordering supplies, arranging for equipment repair, transmitting information and keeping reference materials up to date; organizes and maintains office and specialized files in accordance with the Commission's records management program.

Coordinates and makes travel arrangements for managers and section staff.

Prepare agendas and/or agenda items for Commission meetings; assists in a variety of administrative activities in support of Commission meets, including legal notices and posting, preparation of agenda packages and the preparation of Commission meeting minutes.

Prepares and maintains personnel records and documents; processes time sheets.

Schedules meetings; coordinates arrangements and sets up meeting rooms; notifies participants; prepares and/or assembles meeting agendas and other materials; attends meetings and records meeting minutes; prepares and distributes meeting minutes.

Serves on special committees and task forces.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Office administration practices and procedures; principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation; Commission organization, rules, policies and procedures applicable to assigned function; the Commission's Personnel Rules and Regulations; word processing software; record keeping, filing and purchasing practices and procedures.

Ability to:

Operate a computer terminal and/or computer using word processing, spreadsheet and other standard business software; type accurately at a speed necessary to meet the requirements of the position; organize, set priorities and exercise sound independent judgment within areas of responsibility; interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies; organize and maintain office and specialized files; compose correspondence from brief instructions; communicate clearly and effectively orally and in writing; prepare clear, accurate and concise records and reports; maintain sensitive and confidential information; use tact, discretion and diplomacy in dealing with sensitive situations and concerned individuals; establish and maintain highly effective working relationships with officials, staff and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or GED equivalent and four years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience. Proficiency in word processing and database programs is required.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 10 pounds. Employees are frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with officials, staff, tenants, property owners, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions.