

CITY OF LAKE ELSINORE
ADMINISTRATIVE ASSISTANT

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs a wide variety of routine and complex office, clerical and administrative support tasks and duties for one or more department heads and or division managers; assists the public by providing information personally or directing information requests according to established procedures; sorts, logs, and maintains records and other documents; learns policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Administrative Assistant** is the full working level classification in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of office and administrative support duties, including organization and coordination of work load, maintenance of a calendar, scheduling of appointments, preparation of reports, project management documentation, agenda materials, resolutions, and ordinances. This classification is distinguished from the next lower classification of Office Specialist II in that the latter performs the less complex administrative and clerical duties in support of an assigned department.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the City Manager/Executive Director RDA, assigned department head, or manager. Incumbents in this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs a wide variety of routine and complex office, clerical, and administrative support tasks and duties for one or more department heads, division managers, or other staff.
- Demonstrates an understanding of applicable policies, procedures and work methods associated with assigned duties; responds to questions and concerns from the general public; provides information as appropriate; receives visitors and telephone calls, directing them to the appropriate information source; represents the City to all callers and visitors in a professional and customer friendly manner.
- Uses computers to enter, prepare and proofread drafts, labels, forms, envelopes and a variety of documents, including general correspondence, reports, memos, press releases, advertisements and fliers from rough drafts or verbal instructions; operates other automated office equipment; types drafts and a wide variety of finished documents.

- Performs a variety of research as required; updates and maintains statistical information related to economic development and city demographics; sorts, screens, and distributes mail; creates, updates, and maintains department files; maintains departmental supplies; schedules meetings and makes travel arrangements; compiles and maintains records and prepares reports.
- Updates, maintains and assembles a variety of materials, which depending on the area of assignment may include the Development packet, Tourism packet, new housing development packets and/or City dining guide.
- Depending on the area of assignment, keeps records of contracts, work orders, purchase orders, safety program, and project statistics; accounts for, reconciles, and processes invoices; receives calls on complaints or work orders; radio dispatches field personnel.
- Schedules meetings and appointments; maintains a calendar of events for assigned department; arranges travel to meetings and conferences.
- Attends various commission and committee meetings as assigned; assists with the preparation of agendas, packets, and minutes for various meetings.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Administrative Assistant**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of significant, directly related and progressive clerical experience related to municipal government or a related field, and a high school diploma or equivalent.

License/Certificate:

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

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

Knowledge of:

Standard office and administrative policies and procedures; City codes and ordinances; depending on assignment, knowledge of accounting, clerical, construction, legal, and computer terminology may be required; basic principles of mathematics; applicable federal, state, and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Provide general clerical support to one or more department heads or managers; read, understand, and review documents for accuracy and relevant information; use applicable office terminology, forms, documents, and procedures in the course of the work; read, understand and explain plans, maps, aerial photos, drawing, reports, applications, construction documents, and specifications; learn the policies, procedures, and guidelines of the department to which assigned in a timely manner; maintain accurate office files; compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate standard office equipment, including a computer and variety of word processing and software applications.