



CITY OF ALBANY ADMINISTRATIVE ASSISTANT

Under general supervision, provides complex secretarial, clerical and routine administrative support for assigned department(s); serves as a liaison with other City departments and staff, outside agencies, and the general public including information regarding department policies, procedures, and functions; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

Class Characteristics

This job class functions at the journey level of job performance. Incumbents provide a variety of administrative, staff, and office management support for an assigned department. They report directly to a Director. Successful performance of the work requires detailed and specialized knowledge of the operations and policies of the department to which assigned. Work is characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision when required.

Examples of ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a wide variety of complex secretarial, clerical and routine administrative duties.
- Answers phones promptly and courteously; responds to basic questions and problems without the necessity of routing to other individuals or departments; provides assistance to callers using judgment as to calls requiring priority attention; takes complete, clear and concise messages; answers and responds to two-way radio communications.
- Acts as a receptionist in the department; greets visitors, the general public, and City employees promptly and courteously.
- Receives and distributes incoming mail; reviews and evaluates mail to identify those items requiring priority attention; responds to routine information items and requests; assists in preparing and posting public notices, notifications and mailings.
- Manages the Departmental voice mail systems; troubleshoots when necessary and provides assistance to members of the department.
- Handles typing and correspondence for assigned management staff, and members of the department as requested by management; proofreads all correspondence and reports to ensure accuracy of format and grammar.
- Organizes and maintains the departmental file system; maintains records; fulfills public records requests.
- Organizes and maintains the computerized Geographic Information System (GIS).
- Manages the Department micrographics function.
- Purchases and maintains supplies and new equipment, including office supplies, software, and telecommunications equipment.
- Makes travel arrangements; arranges meetings and conferences for all members of the department; maintains appointment schedules and calendars for assigned manager or director.

- Organizes, updates, and maintains a wide variety of resource information utilized by the department such as mailing lists, policies and procedures, fee schedules, and personnel rosters; maintains and updates City website for assigned department; assists in the collection and organization of data for reports.
- Assists members of the department to ensure completion of agendas and agenda packets for various Commissions and ad hoc or advisory committees staffed by the department, in a timely, accurate, and thorough manner; may prepare and coordinate reports and related materials.
- Supports members of the department in organizing and completing various project work including capital improvement projects and ongoing programs.
- Serves as departmental liaison on City committees and task forces as requested.
- Performs data entry of various documents; provides reports and data to outside agencies.
- Assists in various processes; issues over the counter permits.
- Performs related duties as assigned.

Knowledge of:

- Principles and practices of file and database management.
- Record keeping systems.
- Correct English usage, spelling, grammar and pronunciation.
- Arithmetic calculations.
- City government organization, functions and policies.
- Brown Act meeting procedures.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Ability to:

- Perform difficult and complex secretarial and clerical work involving independent judgment and requiring speed and accuracy.
- Understand, organize and reference a wide variety of information and records.
- Write and type correspondence and reports.
- Understand and carry out both oral and written directions in an independent manner.
- Prioritize work and supervise clerical personnel.
- Maintain effective records management and filing systems.
- Type 65 words per minute.
- Understand and discern priorities from multiple and competing tasks and responsibilities.
- Meet the public in a courteous and effective manner.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Education and Experience

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

Equivalent to the completion of the twelfth grade supplemented by course work in specialty education, such as computer classes, typing courses, office management, or related courses, and five years of increasingly responsible, broad and varied secretarial and administrative experience.

Licenses and Certifications

Valid California Driver's License.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects of light to moderate weight with the use of proper equipment.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting departmental policies and procedures.