



Town of Moraga

Administrative Assistant

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specification **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.

Established:
Revised: December 11, 2014
Employee Group: Moraga Employees Association
FLSA Status: Non-Exempt

CLASSIFICATION DESCRIPTION

Purpose

Under general supervision, the Administrative Assistant performs a wide variety of routine to complex office, administrative and technical support tasks requiring the ability to apply specialized functions or services in order to support an assigned department; assists the public personally or directing by providing information to requests according to established procedures; sorts, logs and maintains records and other documents; follows policies, procedures and work methods associated with assigned duties; and performs related duties as required in a manner that is responsive, cost effective, and innovative.

Distinguishing Characteristics

The Administrative Assistant is the journey level in the Administrative Assistant series, in which employees are assigned the full scope of duties in an assigned department with only occasional instruction or assistance as unusual or unique situations arise. Incumbents perform a full range of administrative support duties, including organizing and coordinating work load; preparing reports; coordinating and assisting with the development of technical documents; and explaining Town ordinances, all requiring considerable department/program knowledge. This classification is distinguished from the next higher classification of Senior Administrative Assistant in that the latter performs the most difficult and responsible types of duties assigned to classes within the series.

Working Conditions

Work is conducted primarily in an office setting, and includes occasional trips to other agencies and offices to conduct administrative work. Pressures may be generated by deadlines, volume of work, frequent interruptions, or seasonal peak work periods.

Physical and Mental Demands

Physical: 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.

Mental: While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions; and interact with other staff, officials and the public.

Supervision Received and Exercised

This position receives general supervision from the Department Director. Incumbents in this class do not routinely exercise supervision over other staff.

EXAMPLES OF DUTIES

- Performs a wide variety of routine to complex office and administrative tasks and duties in support of a department director and department activities, including organizing and coordinating work; sets priorities and meets deadlines.
- Maintains liaison between department director and department staff, other Town staff, officials and staff of other agencies to obtain and relay information and coordinate activities.
- Assists the public by phone and receives visitors at the counter; listens to and receives complaints; demonstrates an understanding of applicable policies, procedures and work methods associated with assigned duties; responds to questions and concerns from the general public; represents the Town to all callers and visitors in a professional and customer friendly manner.
- Maintains a variety of databases for tracking operational, financial and statistical information; generates reports.
- Interprets and applies Town policies, procedures, and administrative directives, and communicates laws and regulations in response to inquiries or complaints; refers inquiries as appropriate.
- Participates in special projects as assigned; collects and compiles a variety of department information; prepares report of findings.
- Develops, revises and maintains operating and administrative procedures; develops forms and reports for departmental use.
- Assists in the tracking of a department budget and project budgets; prepares budget reports; monitors and classifies expenditures; tracks and reconciles bills; produces budget reports; researches and resolves discrepancies.
- Researches data and compiles information to be used in special projects and comprehensive reports.
- Sorts and distributes time sensitive or confidential mail for follow-up as necessary; independently responds to letters, electronic communication and general correspondence.
- Develops, maintains and archives a variety of files and records for information related to a department; maintains manuals and updates resource materials.
- Assists with the development of Requests for Proposals including the compilation and distribution of bid documents, scheduling interviews, and responding to routine questions; performs contract administration.
- Responds to requests for documentation related to assigned area of responsibility; explains and interprets assignment area policies and procedures to internal or external customers.
- Establishes and maintains a wide variety of filing and reporting systems as necessary; develops record keeping procedures; provides relevant information to relevant parties prepare and types correspondence and compile and type reports.

- Edits and updates Town website.
- Issues, receives, and processes various routine applications, permits and other forms; applies departmental policies and procedures in determining completeness of applications; calculates fees.
- Coordinates the attendance of public outreach events; represents the Town at such events related to Town services and priorities.
- Uses computers to enter, prepare and proofread drafts, labels, forms, envelopes and a variety of documents; prepares and distributes a variety of documents; prepares and distributes public hearing notices; maintains accurate files and records.
- Orders supplies; creates purchase orders; prepares invoices for payment; monitors expenditures; submits demands for payment; sorts and distributes mail.
- Performs special projects, which may include researching parcel information and property permit history.
- Builds and maintains positive working relationships with co-workers, other Town employees and the public using principles of good customer service.
- Performs related work as required.

QUALIFICATIONS

Knowledge and Abilities

Knowledge of:

- Standard office and administrative policies and procedures as related to an assigned department. Records processing and maintenance procedures and systems. Procedures for permit applications and issuance.
- Preparation of complicated documents.
- Basic principles of budget preparation and tracking and 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.
- Principles of effective customer service.
- Methods and techniques for record keeping and report preparation and writing.
- Proper English, spelling and grammar.
- Occupational hazards and standard safety practices.

Ability to:

- Operate an office computer and a variety of word processing and software application.
- Provide general administrative support.
- Compile and maintain extensive records to include statistical records.
- Read, understand and review documents for accuracy and relevant information.
- Use applicable office terminology, forms, documents and procedures in the course of the work.
- Independently prepare a wide variety of correspondence, spreadsheets, documents and other materials.
- Learn and apply the policies, procedures and guidelines of the assigned department(s) in a timely manner.
- Learn Town functions, codes and ordinances related to assigned division/department.
- Maintain accurate office files.
- 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.
- 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.
- Maintain sensitive information for a department director.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Establish and maintain 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 experience and education that would likely provide the required knowledge and abilities is qualifying. Generally, this will require:

Education: Sixty (60) units of college-level coursework in an appropriate curriculum.

Experience: Two (2) years of significant, directly related administrative or support experience, preferably in a public setting.

License or Certificate

A valid California Driver's License and a satisfactory driving record are conditions of initial and continued employment.