

## **SOUTH BAYSIDE SYSTEM AUTHORITY**

### **Job Description**

**August 2008**

*Disclaimer – Class descriptions are written as a representative list of the ADA essential duties performed by the entire job classification. They cannot include, and not intended to include, every possible activity and task performed by every specific employee.*

**JOB TITLE: Administrative Assistant I/II**

**GRADE: I/II**

**DEPARTMENT: Engineering, Operations & Maintenance, Support Services, and Technical Services**

**FLSA: Non-Exempt**

#### **SUMMARY**

Under general supervision, performs a variety of specialized and confidential office support duties in the Engineering, Operations & Maintenance, Support Services, and Technical Services departments including document preparation, file maintenance, data entry, reception at the public counter; provides information or directs questions and requests through frequent contact with the public to the appropriate staff; learns and demonstrates a full understanding of all applicable policies, procedures and work methods associated with assigned duties; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS**

##### **Administrative Assistant I**

This is the entry level class within the Administrative Assistant series. Positions in this classification perform less difficult and complex tasks and receive on-the-job training in the performance of more complex duties. Incumbents may receive direction from an Administrative Assistant II. This class is flexibly staffed with Administrative Assistant II, and incumbents may advance to the higher level class after gaining experience and demonstrating proficiency that meets the qualifications for that classification.

##### **Administrative Assistant II**

This is the journey level class within the Administrative Assistant series. Incumbents are expected to perform a wide variety of complex office support and administrative duties, and will be required to work independently and use sound judgment. Incumbents may assist in training the Administrative Assistant I classification or subordinate part-time office support staff. This classification is distinguished from the next lower classification of Administrative Assistant I by the level of responsibility, and the difficulty and complexity of assigned duties.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:**

*Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

- Perform a wide variety of responsible office support and administrative duties; greets and screens office and telephone callers and provide information or refer callers to the appropriate staff.
- Represent the Authority to all callers and visitors such as members of the public, Authority officials, member agency and regulatory agency officials, consultants, and suppliers in a professional and customer friendly manner; receive and route incoming

mail, faxes and shipments; perform a variety of complex and difficult office support assignments; may assist in training entry level office support personnel.

- Type, originate, proofread and distribute a variety of letters, documents and memoranda including agenda items, bid documents and documents associated with capital improvement projects; operate a variety of office equipment including a computer and word processing, data base and spreadsheet software applications; perform data input and retrieve information; prepare and maintain a variety of complex statistical spreadsheet reports; prepare and maintain a variety of databases and reports; originates, recommends and develops reports, forms, formats and procedures.
- Maintain and store a variety of records, files, logs and reports related to departmental operations and activities; maintain sensitive and personnel files; prepare documents for scanning; periodically review and purge files in accordance with applicable laws, regulations and guidelines.
- Prepare recruitment notices and correspondence; maintain benefit records; prepare and distribute a variety of notices regarding benefits, salary schedules, evaluations and personnel actions.
- Perform a variety of office support and administrative duties related to the functions of the office or department to which assigned; maintains calendars of activities, meetings and various events; arranges meetings and makes appointments; provide staff support to personnel such as preparing agendas, materials and minutes; participate in special projects as assigned.
- Prepare and process requisitions, invoices and check requests; process and track departmental time sheets and leave requests; orders and issues supplies and maintains inventory control; process travel and training requests and prepares related expense reports.
- Establish positive working relationships with Authority management and staff, other agencies and the public.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Administrative Assistant I**

**Knowledge of:**

- Modern office practices, procedures and equipment including a computer and applicable software, printer, photocopier, and fax machine.
- English usage, spelling, grammar and punctuation.
- Basic principles of mathematics, filing and record keeping.
- Receptionist and telephone techniques, including hand-held radio.

**Ability to:**

- Deal tactfully with the public and others in providing information, answering questions and providing customer service.
- Demonstrate high level multi-tasking.
- Read, understand and follow posted work rules and procedures; follow oral and written directions; and accept constructive criticism.
- Problem solve.

- Type accurately from clear copy at a rate of 60 words per minute within six months of appointment.
- Understand, explain and apply department rules and policies.
- Operate a computer and a variety of word processing, spreadsheet, scheduling, presentation, and database applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

### **Administrative Assistant II**

#### **Knowledge of:**

- All of the above plus assigned department functions, programs, policies and procedures.
- Applicable federal, state and local laws, codes and regulations including Authority policies and procedures pertaining to assigned responsibilities.
- Business letter writing and report preparation.

#### **Ability to:**

- All of the above plus perform responsible and difficult office support work involving the use of independent judgment.
- Plan, organize and work with minimal supervision.
- Type accurately from clear copy at a rate of 60 words per minute upon appointment
- Work with accuracy and attention to detail

### **EDUCATION and/or EXPERIENCE:**

*Any combination of education and experience that demonstrates possession of the requisite knowledge, skills and abilities. A typical way to obtain these would be:*

#### **Administrative Assistant I**

- One year of experience in office support activities involving modern office practices, procedures and equipment.
- High School Diploma or equivalent.
- Successful completion of an accredited training program in modern secretarial or office support procedures may be substituted for the required experience.

#### **Administrative Assistant II**

- Two years of increasingly responsible experience in office support activities involving modern office practices, procedures and equipment.
- High School Diploma or equivalent.
- Course work in business, office procedures or office administration is desirable. An Associate of Arts degree in business administration, office administration or related field may substitute for one year of experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid California Class C Driver's License and an acceptable driving record as defined by the Authority's Driving Eligibility Standards.

May be required to be a licensed Notary and all expenses related to licensing will be incurred by the Authority. Such licensing may be conditional to a specific department and may be required as a condition of employment.

### **PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to stand and walk and use stairs. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:**

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

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee is occasionally exposed to outside weather conditions and uses personal vehicle and occasionally works in evenings or on weekends. The noise level in the work environment can vary. The air quality outside the office work environment will contain odorous air.