

Class Title: Administrative Assistant II

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Provides administrative support and assistance to customers and personnel. Maintains personnel records and assists employees. Performs financial duties. Monitors, tracks, develops and audits budgets. Supervises personnel. Monitors facility improvements and maintenance. Performs related duties.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code	ESSENTIAL FUNCTIONS
1 S	Provides administrative assistance by coordinating the efforts of groups and agencies, managing administrative operations, serving as a liaison between the board of directors and personnel in the director's absence, overseeing activities of supervisors to ensure compliance with policies, conducting research and developing related correspondence, processing and maintaining records, collecting data, composing correspondence, preparing reports, scheduling appointments, coordinating travel arrangements, developing special projects, processing and distributing mail, composing reports, preparing promotional literature, newsletter material and media releases; attending meetings and taking minutes, handling gift funds, acting as a liaison with community organizations, writing memos, monitoring appointments and scheduling meetings, relaying information to city employees and the public, monitoring inventory, purchasing and stocking supplies, coordinating the sending of data for publication, performing/scheduling the duties of absent staff as needed and coordinating schedules.
2 S	Provides assistance to customers and personnel by answering telephone inquiries, assisting employees with voice mail and telephone set-up, maintaining telephone extension listings for the office, resolving billing issues, relaying information and making arrangements for payments.
3 S	Maintains personnel records and assists employees by preparing advertisements for open positions, participating in the interview process, processing new employees, inputting and maintaining employee leave records, researching and resolving issues, assisting with the development and implementation of policies and procedures, administering workers compensation regulations, contacting the appropriate parties, staying informed on recipient's status, administering the disability management policy, participating in the development of training programs, resolving employment issues, relaying information to employees, processing paperwork, maintaining personnel files, performing evaluations, attending meetings and training sessions regarding benefits administration, staying informed on proper policies and procedures, providing benefit information to employees and coordinating open enrollment.

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Physical Strength Code		ESSENTIAL FUNCTIONS
4	S	Performs financial duties by reviewing and updating procedures for the cashiering process, reporting statistical information, reviewing and approving permit refunds, verifying, recording and distributing billing invoices, preparing cash receipts, delivering checks, preparing monthly revenue reports, inputting and retrieving data from accounts, developing spreadsheets to display financial information, researching data for financial reports, managing payroll operations and resolving payroll issues, overseeing the establishment or termination of customer accounts, verifying accuracy of entries and making adjustments, receiving, verifying and recording daily revenue from various sites, reconciling the daily summary with individual site cash receipts, preparing equipment requisitions, receiving purchase orders and invoices, processing payments, monitoring contracts and the gift fund, implementing grant approvals and ordinance procedures, managing purchasing and storekeeping activities, entering information into the system, paying invoices and dispensing and replenishing funds from petty cash, reconciling accounts, reviewing and approving purchase requisitions and directing purchasing requirements.
5	S	Monitors, tracks, develops and audits budgets by researching and gathering budget data, assisting in composing budget requests, providing project status reports, determining the allocation of funds, maintaining records, periodically auditing expenditures, tracking, analyzing and approving expenditures, submitting ordinances, monitoring contract performance, preparing monthly reports for reimbursement, reviewing current and proposed costs, meeting with management to discuss changes, calculating any necessary figures and revising and assisting with the preparation of the budget.
6	S	Supervises personnel by entering and maintaining time sheet information, conducting performance evaluations, maintaining work schedules, assisting with long range planning and the formulation of goals and objectives, aiding in the development of policies and procedures, establishing goals and objectives, reviewing personnel actions, ensuring proper work processes are followed, developing training programs and customer service seminars, managing and monitoring support functions, ensuring that work orders and time sheets are accurate, reviewing daily reports and compiling information, verifying daily work, investigating and correcting errors, establishing and tracking performance standards and measures, instructing employees, ensuring the compliance of procedures, establishing incentives to increase productivity, providing direction, coordinating schedules, leave, work assignments and office coverage, monitoring activities and performing evaluations.
7	S	Monitors facility improvements and maintenance by submitting work orders, implementing building improvements, supervising custodians and acting as a liaison to other departments for building maintenance and improvements.

CSC Adopted: October 2001, CSC Revised: May 2018

Physical Strength Code		ESSENTIAL FUNCTIONS
8	S	Performs related duties by managing and supervising the division's work management system, serving on committees, completing special projects, participating in marketing and promotional planning, assisting in the development of special programs and fund raising activities, working closely with other city, state and federal agencies, addressing problems, providing any relevant information, recommending system changes and reporting system malfunctions.
9	S	Assists with vendor contracts, providing information for renewals. Establishes specifications for bids and services. Creates and processes purchase orders. Tracks spending and oversees, updates, and maintains spending spreadsheets. Performs online purchases for various supplies and other items, coordinates and facilitates recruit academy fittings. Processes and deposits auction proceeds. Transfers weapons and evidence to other jurisdictions. Coordinates requests for facility repairs and services as needed. Prepares items for auctioning and assists with the destruction process.

CLASS REQUIREMENTS:

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with six months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Two years experience in office administration.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read general correspondence, reports, questionnaires and statistical spreadsheets.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, as well as percentages and formulas for spreadsheets.
Writing	Work requires the ability to write general correspondence, letters and reports.
Managerial	Managerial responsibilities include supervising and advising other teams as to proper format and procedure with regards to office correspondence, report preparation, budget issues and accounting matters.
Budget Responsibility	Oversees budget preparation of bureau budget and reviews and approves expenditures of significant budgeted funds for the bureau; may research and prepare recommendations for Citywide budget expenditures.

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CLASS REQUIREMENTS	
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary action and work objectives/effectiveness, and realigning work as needed. Work requires team involvement and development.
Complexity	Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Copier, fax machine, mail, memo distribution
Sitting	F	Computer, desk work
Walking	O	Mail and memo distribution, fax
Lifting	O	Supplies
Carrying	O	Supplies, mail
Pushing/Pulling	O	Supplies
Reaching	O	Retrieval of supplies
Handling	F	Retrieval of supplies, mail, documents
Fine Dexterity	F	Computer keyboard, typewriter
Kneeling	O	Retrieval of supplies
Crouching	O	Retrieval of supplies, mail, documents
Crawling	N	
Bending	O	Supplies, mail
Twisting	O	Supplies, mail
Climbing	O	Retrieval of supplies
Balancing	O	Retrieval of supplies

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PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Vision	C	Computer, desk work, typewriter
Hearing	C	Telephone, co-workers, customers, vendors
Talking	C	Telephone, co-workers, customers, vendors
Foot Controls	N	
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, printer, fax machine, copy machine, telephone, mail opener, paper shredder, scanner, Standard Microsoft Windows and Office software, budget and HRIS software.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	N
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)