

## **ADMINISTRATIVE SECRETARY**

**GENERAL DUTIES:** Under general supervision, provides responsible, varied, and occasionally confidential secretarial and office administrative assistance for a department director and associated supervisory and professional staff members; performs related work as required.

### **GENERAL REQUIREMENTS:**

**PERSONAL APPEARANCE** - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

**ATTENDANCE** - Follows department/City policy in regards to punctuality and attendance.

**COMPLIANCE WITH WORK INSTRUCTIONS** - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

**SAFETY** - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-worker, citizens, and property.

**INTERNAL RELATIONS** - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

**CUSTOMER SERVICE** - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

### **ILLUSTRATIVE EXAMPLES OF WORK:**

1. Organize and effectively manage the office of the department to which assigned.
2. Transcribe and compose correspondence, documents, minutes, reports, forms and /or data from rough notes, recordings, dictation and/or oral instructions.
3. Establish and maintain the Department Director's files, some being confidential in nature. May research files and records for various departments or the public.
4. Receive the public and provide customer service information in response to citizen requests, in a courteous and professional manner.
5. Establish and maintain appointment calendars and tickler files.

6. Make necessary arrangements for seminars and meetings, dinners and receptions, notifying participants and follow-up as required. May assist with travel arrangements as required.
7. Answer telephone, provide information in response to inquiries, directing calls as needed, in a courteous and professional business manner. Make outgoing calls as necessary, including, but not limited to returning calls, requesting information, and performing telephone surveys.
8. Design, prepare, and assemble a variety of forms, folders, agendas, packets, brochures, fliers and announcements, and arranges for distribution.
9. Attend meetings as directed, and may record and transcribe summary minutes. May forward pertinent information to department staff.
10. Maintain and balance petty cash fund and arrange for reimbursements.
11. Responsible for the monthly collection, review, maintenance, and forwarding of payroll time records, and part-time employee hours.
12. Operate any of a wide variety of common office machines including telephone, typewriter, calculator, or adding machine, postage meter and scale, copier, personal computer, laser jet printer, fax machine, lettering machine, dictation/transcription equipment, recording equipment, binding machine, and, scanning/optical imaging equipment.
13. Participate in training programs and assigned committees.
14. May utilize specialized software programs.
15. Responsible for the ordering/purchasing of department supplies or office equipment. Prepare purchase orders and processes requests for the vendor payments. Assist in staff expense reimbursement requests.
16. Supervise and train subordinate clerical staff and delegate workload. May participate in interviewing/hiring process of subordinates.
17. Assist the Department Director in annual preparation of Budget and Capital Improvement Budget.
18. Perform related work as required.

**REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:**

**SKILLS:**

1. Establish and maintain recordkeeping and filing systems.
2. Schedule appointments for department staff.

3. Operate a personal computer using word-processing and spreadsheet software.
4. Transcribe from recordings, dictation and/or oral instructions.
5. Compose letters and reports independently.

Knowledge: Knowledge of:

1. Office practices and procedures, filing systems.
2. Correct English usage, grammar, spelling and punctuation.
3. Basic arithmetic.
4. Report and letter writing.
5. Customer service techniques.
6. Word-processing and spreadsheet software.
7. Organization and functions of City government.
8. Laws and regulations on privacy, confidentiality, and public disclosure.
9. Principles of supervision and training.

ABILITIES: Ability to:

1. Read, understand, and interpret policies, procedures, and regulations.
2. Organize and prioritize workload effectively to meet deadlines.
3. Carry out projects with minimal supervision.
4. Establish and maintain effective working relationships with supervisor, co-workers, other departments, elected officials, outside agencies, and the general public.
5. Communicate effectively.
6. Work on assignments that are moderately complex in nature, where judgement is required in resolving problems and making routine recommendations.
7. Supervise office staff.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or headset
4. Copier
5. Calculator
6. 10-key adding machine
7. Facsimile machine
8. Typewriter
9. Postage meter and scale
10. Lettering machine
11. Microfiche reader
12. Optical character reader
13. Blueprint machine
14. Dictation/transcription equipment
15. Binding machine
16. Two-way radio
17. Polaroid camera
18. Digital camera
19. Cell phone
20. Microwave
21. Coffee pots
22. Electric staplers
23. Punches
24. Step stool
25. Report forms, pencils and pens
26. Specialized computer software
27. Computer scanner
28. Automobile
29. Gasoline pumps

**PHYSICAL DEMANDS:**

Under typical office conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time working at a computer, providing training or attending meetings.
2. Walking
3. Standing, for up to 6 hours when serving as an instructor for Citywide training classes.
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.

11. Driving
12. Speed in meeting deadlines

**SENSORY DEMANDS:**

Under typical office conditions, employee utilizes these senses while using a computer, typewriter, telephone, fax machine, copier, adding machine, postage meter, paper shredder, camera or radio:

1. Seeing/Color vision for colored maps in Planning and color in spreadsheets
2. Speaking
3. Hearing
4. Touching

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

1. Indoors: Typical office conditions, over 95% of the time.
2. Flooring: Low level carpeting, linoleum, tile floors and some exposure to asphalt.
3. Noise Level: Conducive to office settings with phones, copiers, faxes, radios and typewriters.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment; ammonia fumes from plans and blueprints.

Field Conditions:

1. Lighting: Normal outdoor conditions.
2. Ventilation: Heating and air conditioning provided by vehicle and outdoor equipment.
3. Dust: Normal, outdoor levels
4. Uneven Surfaces: Normal outdoor conditions.

**HAZARDS:**

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, radio, paper shredder, or paper cutter.

**ATMOSPHERIC CONDITIONS:**

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, TRAINING, EXPERIENCE, AND QUALIFICATIONS:**

1. Any combination of training and experience equivalent to high school graduation or GED and five years of increasingly responsible secretarial work, including word-processing and spreadsheet software experience.
2. Pass a post-offer medical examination, which includes a drug test.
3. Pass a Department of Justice criminal record check for employment.
4. Typing speed of 55 net words per minute.
5. Perform speed writing.
6. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
7. Prefer non-tobacco user.
8. Prefer bilingual (English/Spanish).

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