



## JOB DESCRIPTION

### Administrative Assistant

Date Prepared: March 2014

Class Code: 1530

**SUMMARY:** Under basic supervision, performs a variety of routine clerical and administrative support functions supporting departmental operations; prepares correspondence; reviews applications and documents for completeness; maintains departmental records and filing systems; conducts research and special projects.

**DISTINGUISHING CHARACTERISTICS:** -- Administrative Assistant, is the entry level in the job series; incumbents work under basic supervision, and perform a variety of routine and supportive clerical duties.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Performs routine clerical support within area of responsibility; reviews applications and documents for completeness; organizes and maintains departmental records and filing systems; scans documents for records retention.
- Provides customer service at front desk; answers, screens and directs incoming telephone calls; responds to public inquiries and requests for information; schedules appointments; opens and distributes interoffice mail.
- Types, formats, edits and proofreads correspondence, meeting agendas, reports and documents; composes routine correspondence; makes copies and assists with collating binders.
- Processes a variety of permits and permit applications.
- Uploads current information to the City's website.
- Purchases office supplies; organizes and maintains supply room; processes requests for payments; reconciles billing statements; processes or assisting in processing Department's payroll and personnel status changes.
- Conducts a variety of general office duties including data entry.
- Maintains and enforces all aspects of security and confidentiality of records and information.
- Enters, compiles and summarizes financial or other data, and prepares routine or special reports.
- Processes requests for information, and attempts to resolve them by researching files and records; explains rules, policies, and procedures; explains the proper use and completion of forms and documents; refers matters requiring policy interpretation to supervisor for resolution.
- Performs technical research activities and special projects.
- Serves as backup for other positions to ensure continuity of operations during absences.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

## **MINIMUM QUALIFICATIONS:**

### **Education, Training and Experience Guidelines:**

Possession of a High School Diploma or GED, AND one (1) year administrative support including customer service experience.

### **Knowledge of:**

- City organization, operations, policies and procedures.
- City Code, City Ordinances, and Standard Operating Manual.
- Principles and practices of office administration.
- Records management principles.
- Telephone etiquette and customer service protocol.
- Customer service standards and protocols.
- Business computers and standard MS Office software applications.

### **Skill in:**

- Preparing correspondence and various types of documents.
- Reviewing documents for accuracy.
- Organizing and maintaining departmental records and filing systems.
- Answering incoming calls and responding to public inquiries.
- Coordinating special projects in support of departmental operations.
- Organizing tasks and meeting deadlines.
- Operating a personal computer utilizing a variety of business software.
- Explaining City policies and procedures.
- Communicating effectively verbally and in writing.
- Dealing tactfully and courteously with the public.
- Establishing and maintaining cooperative working relationships with co-workers and the public.

## **LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Driver's License may be required depending on area of assignment.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in a standard office environment.