



JOB DESCRIPTION

Administrative Assistant, Senior

Date Prepared: March 2014

Class Code: 1520

SUMMARY: Under general supervision, performs a variety of administrative or technical support functions supporting a department director or other senior management personnel; prepares correspondence; maintains departmental records and filing systems; conducts special projects.

DISTINGUISHING CHARACTERISTICS: -- Administrative Assistant, Senior is the journey level in the job series; incumbents work under general supervision, and perform a variety of technical support 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 highly skilled secretarial or technical support to a department director or other senior management personnel.
- Answers, screens and directs incoming telephone calls; responds to public inquiries and requests for information.
- Schedules and coordinates meetings and appointments.
- Prepares correspondence, meeting agendas and reports.
- Organizes and maintains departmental filing systems and records.
- Prepares requisitions; processes invoices, requests for payments; reconciles billing statements; processes personnel status changes; processes Department's payroll.
- Supports department programs and functions; prepares and distributes various types of documents, helps evaluate documents, assists in administering various processes;
- Provides clerical support to the Vernon Residential Internet Service and Internet billing system; creates customer accounts; prepares monthly billing and monitors customer accounts.
- Coordinates and conducts special projects as assigned.
- Makes travel arrangements and maintains local, state, and national memberships for departmental staff.
- Conducts a variety of general office duties including data entry; processes departmental mail, notarizes documents and orders office supplies.
- Maintains and enforces all aspects of security and confidentiality of records and information.
- Compiles, summarizes, and analyzes financial data, and prepares and files special financial 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.
- 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 three (3) years administrative or technical support 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.
- Human resource management practices and principles.
- Business computers and standard MS Office software applications.

Skill in:

- Providing highly skilled secretarial support to senior-level personnel.
- Preparing correspondence, agendas, and various types of documents.
- 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.