



JOB DESCRIPTION

Administrative Secretary

Date Prepared: March 2014

Class Code: 1510

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

DISTINGUISHING CHARACTERISTICS: -- Administrative Secretary is the experienced paraprofessional level in the job series; incumbents work under general supervision, and perform a variety of technical, specialized and complex 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 support to a department director and/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.
- Participates in preparing budgetary expenditures and/or processing the Department's payroll, invoices, purchase orders, contracts and requisitions.
- Coordinates and conducts special projects as assigned by the Director.
- Makes travel arrangements and maintains local, state, and national memberships for departmental staff.
- Attends and participates in Board and/or other meetings as assigned.
- Conducts a variety of general office duties; processes departmental mail and orders office supplies.
- May organize, direct, coordinate and evaluate the activities of clerical personnel within the department.
- 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; coordinates solution of customer service issues with other department staff, and effectively communicates customer service issues.
- 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 four (4) years administrative support experience to senior-level personnel.

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:

- 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.
- 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.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License is required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment.