

ADMINISTRATIVE ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

Under direction, to perform a wide variety of responsible administrative and analytical support, secretarial and clerical duties for an assigned department; to provide information and assistance to the general public regarding policies and procedures; and to perform a variety of technical tasks relative to assigned areas of responsibility.

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Perform a wide variety of responsible administrative and analytical support, secretarial and clerical duties for an assigned department; provide information and assistance to the general public regarding policies and procedures and perform technical tasks relative to the assigned areas of responsibility; may supervise work of an assigned area including assigning and reviewing work, evaluating performance, training, discipline and making recommendations for hiring and/or termination decisions.
2. Receive and process requests for purchase orders, assign proper codes to orders and input into computer; review requests from others for approval.
3. Maintain and order office supplies; prepare purchase orders; receive invoices and check for accuracy; process payments.
4. Plan and coordinate the Volunteer Recognition Event and Employee Recognition Event.
5. Prepare and monitor SEPA and Shoreline documents and conduct follow up as necessary.
6. Screen office and telephone callers; respond to complaints and requests for information on regulations, procedures, systems and precedents relating to assigned responsibilities; screen, sort and distribute mail; respond to routine correspondence.
7. Type and proofread a wide variety of reports, letters, memoranda, correspondence and statistical charts; type from rough draft, verbal instruction or transcribing machine; independently compose correspondence related to assigned area of responsibility.
8. Train assigned employees in their areas of work including appropriate administrative and clerical support methods, procedures and techniques.
9. Verify the work of assigned employees for accuracy, proper work methods, techniques and compliance with applicable standards and specifications.

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10. Maintain a variety of complex and/or confidential records, reports, ledgers, logs, time cards and files; provide appropriate human resource staff with confidential employee information as requested.
11. Attend a variety of meetings; prepare and compile agenda packets; take and prepare minutes; disseminate information as appropriate.
12. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
13. Operate a variety of office equipment including copiers, facsimile machine and computer; input and retrieve data and text; organize and maintain disk storage and filing.

AUXILIARY FUNCTION STATEMENTS

1. Provide assistance in a variety of special projects as assigned.
2. Follow all safety rules and procedures established for work area.
3. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles of supervision and training.

Business letter writing and basic report preparation techniques.

Modern office procedures, methods and computer equipment.

Principles and procedures of record keeping.

Practices used in minute taking and preparation.

Practices and principles of accounting and mathematics.

Basic principles and practices of project management including billing, account coordination, and participation with assigned councils and committees.

Methods and techniques of proper phone etiquette.

Methods and techniques of public relations.

English usage, spelling, grammar and punctuation.

Mathematical principles and applications.

Pertinent Federal, State and local laws, codes and regulations.

Ability to:

Perform responsible administrative and secretarial support duties in assigned areas of responsibility.

Lead, organize and review the work of staff.

Maintain confidentiality of work performed.

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- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Prepare correspondences and memoranda.
- Type at a speed necessary for successful job performance.
- Prepare clear and concise administrative and technical reports.
- Operate office equipment including computers and supporting word processing, database and spreadsheet applications.
- Handle multiple tasks with a busy working environment.
- Research, compile and prepare special reports and analysis for supervisors.
- Implement and maintain standard filing systems.
- Maintain confidential records and reports.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of the twelfth grade supplemented by 2 years specialized training in office procedures or a related field.

Experience:

Three years of increasingly responsible administrative support experience.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Office environment; exposure to computer screens.

Mobility: Sitting for prolonged periods of time; extensive use of computer keyboard.

Vision: Visual acuity to review written materials.

Other Factors: Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meeting

