

CLASS TITLE: Administrative Assistant I/ Administrative Assistant II

DEFINITION

Under supervision performs a variety of administrative support functions for multiple operations and departments; provides technical and administrative support in the preparation, tracking, and maintenance of correspondence, reports and other documentation; and assists with day-to-day administrative functions related to the formatting and processing of complex documents, reports and correspondence; and tracks and maintains a variety of statistical records and documents.

DISTINGUISHING CHARACTERISTICS

Administrative Assistant I - This is the entry level class in the Administrative Assistant series. Positions in this class typically have little or no directly related work experience. The Administrative Assistant I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Administrative Assistant II - This is the journey level class in the Administrative Assistant series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Administrative Assistant I

Receives immediate supervision from an assigned supervisor or manager.

Administrative Assistant II

Receives general supervision from an assigned supervisor or manager.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

Performs a variety of administrative support duties for an assigned division or department; receives sorts and distributes mail; receives and responds to questions from the public either over the telephone or in person.

Types, proofreads, formats, and processes a variety of complex documents and forms including general correspondence, memos, statistical charts, public notice advertisements, reports, RFP's and RFQ's.

Applies District policies, procedures, administrative directives, and laws and regulations in response to inquiries or complaints; refers inquiries as appropriate.

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Attends division and department meetings; assists with meeting set up and tear down; takes and transcribes meeting minutes; maintains manuals and updates resources materials.

Acts as a receptionist, answers telephone and waits on the general public, providing information on District programs, policies and procedures.

Receives, sorts and distributes mail; may independently respond to the more routine requests for information and general correspondence.

Receives and process utility payments; researches billing errors; balances cash drawer.

Prepares and assembles reports, manuals, newsletters and other materials and distributes to staff; types, formats, proofreads, and assembles a variety of reports, correspondence, information and meeting binders, and related documentation.

Develops, maintains, indexes, and archives a variety of files and records for information related to a division or operation; maintains manuals and updates resource materials.

Maintains a variety of statistical records; checks and tabulates statistical data; prepares routine statistical reports.

Orders and maintains office supplies; processes and tracks purchase orders and invoice payments; makes travel arrangements as requested.

Receives trouble calls and dispatches appropriate field staff; opens and closes work orders.

Operates standard office equipment including word processing applications as assigned; performs duties using spreadsheet programs and other applications specific to assigned operations.

Sorts and files documents and records; maintains alphabetical, index, and cross-reference files.

Creates and edits a variety of forms related to the operations of assigned department.

Processes and distributes warrant register checks.

Receives and responds to questions from District staff related to assigned functions.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Performs related duties as assigned.

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QUALIFICATIONS

Administrative Assistant I

Knowledge of:

English usage, spelling, grammar and punctuation. Principles of customer service. Basic mathematics. Modern office procedures, methods, and computer equipment.

Skill/Ability to:

Perform a variety of office support duties for an assigned unit, division or department. Learn policies and procedures of assigned function. Perform routine office support work including the maintenance of appropriate records and preparation of general reports. Verify and check files and data. Accurately perform routine mathematical calculations. Effectively use a personal computer and office equipment necessary for successful job performance. Establish and maintain effective working relationships with those contacted in the course of work. Ability to maintain reliable attendance is a condition of employment, subject to applicable medical and disability leave laws. Communicate clearly and concisely, both orally and in writing. Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff. On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Experience and Education:

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

Experience:

One year of clerical experience is desirable.

Education:

Equivalent to completion of the twelfth grade.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

Possession of a typing certification with the ability to type at a rate of 40 words per minute.

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Administrative Assistant II

In addition to the qualifications for the Administrative Assistant I:

Knowledge of:

Organization, procedures and operating details of an office. Advanced customer service practices.

Skill/Ability to:

Organize tasks and determine priorities in order to meet assigned deadlines. Interpret, explain and apply operating policies, rules and procedures of assigned functions. Effectively take and transcribe meeting notes. Independently prepare documents, correspondence, and database files using a advanced computer programs, such as word processing, spreadsheets, publishing, presentations, and any other operationally specific software.

Experience and Education:

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

Experience:

Two years of responsible experience similar to Administrative Assistant I with the El Dorado Irrigation District.

Education:

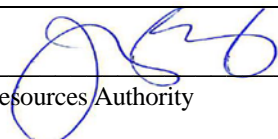
Equivalent to completion of the twelfth grade.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

Possession of a typing certification with the ability to type at a rate of 40 words per minute.

 _____ Human Resources Authority	<u>04/15/2017</u> Date
Established: 08/18/2009 Revised: 04/15/2017 FLSA: Non-Exempt Unit: Non-Safety	