



ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of complex and highly responsible administrative and office support duties of considerable complexity requiring thorough knowledge of the assigned department, its procedures, and operational details; assists with confidential and sensitive projects; composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry and organization, telephone and counter reception, processing of invoices, recordkeeping, statistical and technical report preparation, and filing; provides information to the public and City staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents at this level possess a comprehensive, authoritative understanding of all departmental functions and professional activities, and provide support to a department director and/or division manager in the completion of their duties, in addition to completing complex clerical assignments including taking and transcribing meeting minutes and assisting in department-related projects. Positions at this level are distinguished by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department to which assigned.

SUPERVISION RECEIVED AND EXERCISED

- Receives general supervision from an assigned department head and/or division manager.
- Exercises technical and functional direction over the office or administrative support personnel, as assigned.
- Exercises no direct supervision over staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Provides administrative support to a department head in daily operations management.
- Interprets and explains City and department policies, rules, and regulations in response to inquiries; refers to inquiries as appropriate; responds to most complicated or sensitive inquiries or complaints; assists in developing department policies and procedures in order to meet department objectives.
- Provides lead direction, as assigned, to administrative support personnel including assigning and reviewing the work of others, and responds to questions and situations to which less experienced staff have not been exposed.
- Prepares, types, and/or processes various documents requiring professional knowledge of the department, division, or program functions, which may include, but are not limited to, permits, licenses, applications, vouchers, claims, meeting agendas and minutes, correspondence, periodic reports, contracts, agreements, legal/official documents, bid documents, etc.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, statistical and analytical reports, organization charts, program plans, and correspondence for department staff from rough drafts, dictation equipment, handwritten copy, verbal instructions, or

from other material using a computer; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts.

- Maintains accurate and detailed records, verifies the accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Performs various accounting/bookkeeping work, which includes verifying or computing financial data, preparing billing invoices, processing accounts payable/receivable, preparing financial reports and statements, maintaining and balancing accounts, preparing bank deposits, etc.
- Maintains timecard and payroll records; prepares, updates, and processes personnel action forms, employee data sheets, and position control sheets; maintains departmental records for management personnel including employee evaluations and disciplinary actions.
- Prepares, copies, collates, and distributes a variety of documents, including meeting agendas and/or minutes, bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in departmental or central files.
- Organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, files, and report summaries; retrieves information from systems as required.
- Gathers, assembles, updates, and distributes a variety of department-specific information, documents, forms, records, and data as requested; researches records within areas of responsibility to prepare and provide follow-up information to customer and staff inquiries.
- Communicates with officials and staff of other departments and agencies to obtain and relay information and coordinate activities.
- Receives and responds to inquiries, in oral or written form, from the public or other agencies concerning department/division operations.
- Performs other clerical/administrative support work as required, which may include but is not limited to copying documents, filing/retrieving files, reviewing and processing mail, faxing information, answering the telephone, scheduling appointments and meetings, maintaining calendars, updating departmental website; maintain inventory of supplies and materials, etc.
- Makes travel arrangements, maintains appointment schedules and calendars, and arranges meetings and conferences.
- Prepares and distributes outgoing mail; receives shipments; compares packing slips with received goods; matches invoices with packing slips to ensure accuracy.
- Organizes, coordinates, and attends various meetings and training as required or appropriate.
- Completes special projects as assigned.

When assigned to City Manager's Office

- Acts as meeting secretary, including preparing agendas and informational packets, setting up meeting and training rooms, and taking and transcribing minutes for assigned meetings, boards, and commissions.
- Supports City Commissions and committees and may provide support to City Council meetings; prepares agenda packets and ensures proper public noticing; transcribes and distributes meeting minutes; ensures appropriate follow-up on action items; prepares complex departmental agenda items and packets for the City Council or other committee and commission meetings; processes

and archives historical documents; serves as liaison to commission/committee members; provides support to special projects or initiatives of the Commission; represents the Commission at public events as required.

- Receives and responds to inquiries, in oral or written form, from the public in compliance with the Public Records Act.
- Organizes and assists with the filing of Statement of Economic Interests and Campaign Statements for candidates, office holders, and City employees.
- Performs related duties as assigned.

When assigned to Community Development Department

- Process business license applications.
- Perform public counter work and provide information regarding building, planning, zoning, permit requirements, land use, and other related processes to the public, builders, engineers, contractors, and architects; respond to public inquiries both on the telephone and in person regarding applications, permit issuance, plan review, building inspections, and housing-related programs.
- Provide support for Planning Commission meetings including preparation and distribution of agenda packets and all associated functions necessary to meet meeting laws. Attend Planning Meetings as required, transcribe and distribute meeting minutes; ensures appropriate follow-up on action items; processes and archives historical documents; serve as liaison to commission/committee members; provide support to special projects or initiatives of the Commission; represent the Commission at public events as required.
- Provide support to the Planning Division as needed and assigned.
- Assist with the coordination of a variety of housing-related contract services; obtain and maintain contract documentation; process invoices; review monthly/quarterly reports.
- Act as a liaison to residents, community groups, businesses, outside agencies, and service providers; and assist with housing and human services-related public meetings.
- Prepare a variety of documents and reports related to housing grants and programs and assist with monitoring program compliance.
- Provide support to the Housing Division as needed and assigned. Work collaboratively with staff, various departments, and outside agencies.
- Perform related duties as assigned.

When assigned to General Services Department

- Provide customer service support to Department; utilize various service request and work order systems to initiate, monitor, update, and close service requests and work orders; create, run, and format reports.
- Provide information and direction to the public at the county, via phone, email, online, and written correspondence related to the City's development and permit process, including engineering, codes, standards, ordinances, and guidelines.
- Assist in the review of plans, descriptions, plats, maps, and a variety of survey information to ensure accuracy and conformance with City standards; make recommendations for taking corrective action.
- Review and issue approved encroachment permits.
- Calculate permit and mitigation fees and provide fee estimates as requested.

- Access computerized permit management system; enter, review, and update data.
- Coordinate with inspection staff to schedule and resolve permit concerns.
- Produce maps, tables, and graphs for internal and external use; determines and execute the appropriate sequence of data processing tasks; use established GIS and permitting systems to query data and produce documents.
- Prepare reports, memos, and letters pertaining to development/encroachment review and permitting; calculate, record, track, audit, and balance permit-related monetary charges and transactions.
- Prepare invoice and account reconciliation information; review billing submittals and recommend corrective actions where appropriate.
- Review permit applications, plans, and specifications for accuracy, completeness, and compliance with legal requirements, applicable codes, and standards.
- Provide administrative support to project managers, and project engineers, including preparation of written materials, grant applications, reports, and submittal packages.
- Support departmental procurement activities, including Requests for Proposals/Bids/Qualifications and related local, state, and federal procedural compliance and record keeping.
- Provide a variety of technical administrative support related to general services program areas, including capital improvement program (CIP), maintenance/public works, drainage, stormwater, solid waste, grants, transit, community services, facilities, and fleet.
- Conduct site visits to inspect and/or verify program-related conditions; document issues and prepare related reports, including notices of violation and related correspondence.
- Provide training and education for residential, commercial, and multi-family waste management stakeholders to support compliance with local or state laws and regulations.
- Provide general department-wide customer service support through basic and custom software programs, interacting with the public through a variety of communication channels.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Business administrative policies and procedures.
- City and department programs, goals, policies, and procedures of the assigned department/division.
- Applicable federal, state, and local laws, regulatory codes, ordinances, procedures, and terminology relevant to the assigned area of responsibility.
- Principles and practices of data collection and report generation.
- Methods of preparing and processing various records, reports, forms, and other documents particular to assigned department/division.
- Recordkeeping, report preparation, and filing systems and methods.
- Financial recordkeeping and basic budget preparation process.
- Business arithmetic, including percentages and decimals.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions, projects, and task coordination.
- Computers and software programs to conduct, compile, and/or generate documentation.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Perform difficult and complex administrative statistical and functional work involving the use of considerable independent judgment.
- Maintain confidentiality of information received.
- Understand the scope of authority in making independent decisions.
- Gather and compile department/division-specific information from a variety of sources.
- Prepare, review, and present reports, recommendations, correspondence, and other communications in a clear and concise manner.
- Understand and follow complex oral and written instructions.
- Organize and maintain accurate files and records.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Review situations accurately and determine an appropriate course of action using judgment according to established policies and procedures.
- Understand, interpret, and apply pertinent laws, codes, regulations, policies, procedures, and standards relevant to the work performed.
- Effectively represent the department/division and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, Schedule and coordinate projects, meet critical deadlines, and follow up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Use principles of effective office safety including the use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Provide high-quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

- On a continuous basis, know and understand all aspects of the job; organize work papers, 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 a desk and/or stand for long periods of time; intermittently twist and bend to reach office equipment; use simple grasping and fine manipulation; and write or use a keyboard to communicate through written means; run errands; lift or carry the weight of 10 pounds or less.

Experience and Training

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:

Three years of increasingly responsible experience in administrative and office support operations is required. One year of office management experience and/or providing support to a management-level position is highly desirable.

Training:

Equivalent to the completion of the twelfth grade. College coursework in business, communication, accounting, or a related field is desirable. An associate degree is desirable.

License or Certificate:

May need to possess a valid California driver’s license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at a desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use a telephone, and write or use a keyboard to communicate through written means; and lift or carry the weight of 10 pounds or less.

File:	Administrative Assistant
FLSA:	Non-exempt
Created:	01/01/02
Revised:	07/29/03 – Added Section 504 language. 03/25/08 – Minor edits due to conclusion of “Clerical and Administrative Classification Study”; clarified reporting relationship and duties connected to working for a department head. 07/2010 – Updated EEO Language 10/15/10 – Corrected EEO Language 02/05/2020 – Revisions resulting from the Citywide Administrative Support Classification Study. Language added to better clarify the differences between the Administrative Assistant and Program Assistant positions. 08/31/2020-Updated Template
Revised:	02/02/2023 – Language added to specify duties related to City Council responsibilities.
Revised:	08/11/2023 – Language added to specify department specific duties.