

Honorable Mayor and Members
of the City Council
City Hall
Torrance, CA

SUBJECT: HR - Approval of the Revised and Re-titled Class Specifications for Senior Administrative Assistant and Supervising Administrative Assistant

RECOMMENDATION

Recommendation of the Human Resources Director and the Civil Service Commission that City Council approve the the revised and re-titled class specifications for Senior Administrative Assistant and Supervising Administrative Assistant.

Expenditure: None

BACKGROUND

The City hired a consultant to conduct a classification study of the Administrative Secretary/Aide classification. The objectives of the study were to:

- To develop and/or revise job descriptions to ensure currency and recognition of differences in job complexity, knowledge, skills, abilities, other requirements and work environments; and
- To identify and recommend a classification structure based on job analysis that would ensure internal equity and staffing flexibility.

At their meeting of October 12, 2009, the Civil Service Commission approved the revised and re-titled class specifications for Supervising Administrative Assistant and Senior Administrative Assistant. This recommendation is submitted to your Honorable Body for your review and approval.

ANALYSIS

The classification study revealed that the current job description did not clearly define or recognize the varying levels of job complexity, decision making, responsibility, authority, knowledge, skills, and abilities that exist within each job classification.

Results of the study reflected by the proposed classification titles are listed below.

- Two positions would more appropriately be classified as the new class of **Supervising Administrative Assistant** (City Manager and Public Works) to denote the nature and scope of the job and the consequence of error.
- The remaining positions would remain in the same classification with the class specification for Administrative Secretary/Aide updated and re-titled as **Senior Administrative Assistant**.

Supervising Administrative Assistant (Attachment C)

This classification is responsible for planning, directing and supervising office operations, office support staff and the department's administrative support functions including the processing of payroll, records management and the purchasing and maintenance of office supplies inventory and related records.

Senior Administrative Assistant (Attachment D)

The primary duties of the classification include providing administrative and secretarial support to a department head; using independent judgment and initiative in the planning, organization and performance of responsible and confidential secretarial work; serving as the point of contact for the department coordinating communication, information, schedules and activities, tracking activities to ensure appropriate response and/or timely completion. In addition, this position may supervise or provide lead direction to clerical and/or secretarial support staff.

Revisions to both classifications include revision to the Examples of Duties, Qualification Guidelines, and Experience and Education Sections. These sections have been modified to reflect the scope of duties, level of the position and requirements of the positions at entry and those required to successfully perform the full range of duties.

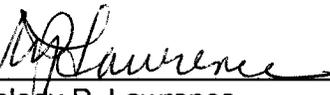
In addition, Career Ladders have been created to reflect the opportunities available to employees.

Respectfully submitted,
CIVIL SERVICE COMMISSION



Carol Dean, Chair

ELAINE M. WINER
Human Resources Director

By 

Melody P. Lawrence
Human Resources Manager

CONCUR:



Elaine M. Winer
Human Resources Director

NOTED:



LeRoy J. Jackson
City Manager

Attachments:

- A. Civil Service Commission Meeting Item October 12, 2009
- B. Proposed Class Specification Supervising Administrative Assistant
- C. Proposed Class Specification Senior Administrative Assistant

Commission Meeting
October 12, 2009

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, CA

SUBJECT: Approval of the Revised and Re-titled Class Specifications for Senior Administrative Assistant and Supervising Administrative Assistant

RECOMMENDATION

Recommendation of the Human Resources Director that the Civil Service Commission approve the revised and re-titled class specifications for Senior Administrative Assistant and Supervising Administrative Assistant and forward the class specifications to the City Council for adoption.

BACKGROUND

The City hired a consultant to conduct a classification study of the Administrative Secretary/Aide classification (Attachment A). All incumbents throughout the City participated in the study. The objectives of the study were to:

- To develop and/or revise job descriptions to ensure currency and recognition of differences in job complexity, knowledge, skills, abilities, other requirements and work environments; and
- To identify and recommend a classification structure based on job analysis that would ensure internal equity and staffing flexibility.

The City has met and conferred with the Torrance Professional and Supervisory Association (TPSA) who concur in the recommendation before your Honorable Body.

ANALYSIS

The classification study revealed that the current job description did not clearly define or recognize the varying levels of job complexity, decision making, responsibility, authority, knowledge, skills, and abilities that exist within each job classification.

Results of the study reflected by the proposed classification titles are listed below.

- Two positions would more appropriately be classified as the new class of **Supervising Administrative Assistant** (City Manager and Public Works) to denote the nature and scope of the job and the consequence of error.
- The remaining positions would remain in the same classification with the class specification for Administrative Secretary/Aide updated and re-titled as **Senior Administrative Assistant**.

Supervising Administrative Assistant (Attachment B)

This classification is responsible for planning, directing and supervising office operations, office support staff and the department's administrative support functions including the processing of payroll, records management and the purchasing and maintenance of office supplies inventory and related records.

Senior Administrative Assistant (Attachment C)

The primary duties of the classification include providing administrative and secretarial support to a department head; using independent judgment and initiative in the planning, organization and performance of responsible and confidential secretarial work; serving as the point of contact for the department coordinating communication, information, schedules and activities, tracking activities to ensure appropriate response and/or timely completion. In addition, this position may supervise or provide lead direction to clerical and/or secretarial support staff.

Revisions to both classifications include revision to the Examples of Duties, Qualification Guidelines, and Experience and Education Sections. These sections have been modified to reflect the scope of duties, level of the position and requirements of the positions at entry and those required to successfully perform the full range of duties.

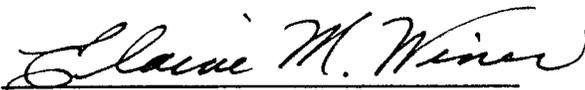
In addition, Career Ladders have been created to reflect the opportunities available to employees (Attachment D).

Respectfully submitted,

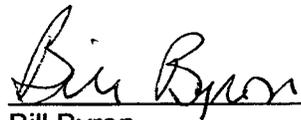


Melody Lawrence
Human Resources Manager

CONCUR:



Elaine M. Winer
Human Resources Director



Bill Byron
TPSA President

NOTED:



Laura Lohnes
Civil Service Manager

Attachments:

- A. Existing Class Specification for Administrative Secretary/Aide
- B. Proposed Class Specification for Supervising Administrative Assistant
- C. Proposed Class Specification for Senior Administrative Assistant
- D. Career Ladders

ADMINISTRATIVE SECRETARY/AIDE**DEFINITION**

Under general supervision, serves as secretary to the City Manager, the City Council or one of the department heads; uses independent judgment and initiative in the planning, organization and performance of responsible and confidential secretarial work; performs routine but responsible administrative work; Supervises clerical personnel and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Administrative Secretary/Aide reports directly to the City Manager, the City Council or one of the department heads and uses a high degree of discretion and independent judgment in the performance of duties. Distinguished from Secretary in that the Secretary does not generally supervise a small clerical staff and does not routinely perform administrative duties.

EXAMPLES OF DUTIES

Coordinates, designs, revises and maintains overall office systems for records and documents related to departmental operations;
 Maintains departmental files, materials and information of a confidential nature;
 Arranges appointments, conferences, meetings and maintains appointment calendar for department head; composes letters, memos and other written communications on routine matters;
 Responds to questions from City staff and the public involving an understanding of departmental and City policies and regulations;
 Plans, prioritizes, assigns, reviews, monitors and evaluates the work of subordinate personnel engaged in the performance of clerical and stenographic work;
 Performs routine but specialized administrative duties related to departmental operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for budget expenditures;
 Edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation and grammar;
 Researches and completes a variety of documents regarding personnel matters and departmental operations ensuring timely submittal to appropriate department for processing;
 Types correspondence, such as letters, memos, reports, Commission and Council items and other materials on a variety of general and technical topics from rough drafts and other sources;
 Screens and distributes incoming correspondence to department head and staff members;
 Receives, screens, and acts upon requests and complaints from visitors and telephone callers, from other departments and the public;
 May take and transcribe dictation.

MINIMUM QUALIFICATIONS**Knowledge of**

Standard office procedures and practices including business correspondence, filing, and the operation of office equipment currently used in business and industry;
City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
General knowledge of City operations.

Ability to

Make independent decisions and use good judgment in applying City policies, rules and regulations;
Plan work and carry through to completion with minimum supervision;
Edit, spell correctly, use proper English, and make arithmetical computations;
Type a variety of materials to, include letters, memos, reports, legal documents, Commission and Council items from rough drafts and other sources at a minimum speed of 60 wpm;
Communicate effectively orally and in writing;
Understand and accurately follow brief oral and written instructions;
Operate display terminal keyboards and printers;
Supervise the work of subordinate staff including planning, organizing, prioritizing, assigning, reviewing, monitoring and evaluating work;
Establish and maintain effective working relationships with other City employees and the public;
May take dictation at 100 wpm and transcribe accurately.

EXPERIENCE

Four years of progressively responsible secretarial experience. Skill in taking and transcribing dictation is desirable.

EDUCATION

Equivalent to graduation from high school.

SUPERVISING ADMINISTRATIVE ASSISTANT

DEFINITION

Under direction, plans, directs and supervises office operations, office support staff and the department's administrative support functions including the processing of payroll, records management and the purchasing and maintenance of office supplies inventory and related records; establishes operating policies and procedures for office operations and areas of functional responsibility; provides administrative and highly complex secretarial support to the department head, managers and staff; serves as point of contact for the department coordinating communication, information, schedules and activities, tracking activities to ensure appropriate and timely response; serves as resource to management and staff on departmental policies, procedures and systems; and performs special projects as assigned and other related work as required.

DISTINGUISHING CHARACTERISTICS

The Supervising Administrative Assistant is distinguished from the Senior Administrative Assistant by the level of supervisory responsibility, size of staff, complexity and specialization of work assignments, scope of responsibility and authority exercised and a potential for greater impact of erroneous decisions on departmental operating costs and schedules.

SUPERVISION EXERCISED/RECEIVED:

Receives direction from a department head within a framework of broad policies and general objectives; exercises direct supervision over a centralized unit of office support staff.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties; however, they are not all-inclusive.

- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees and implementing employee discipline. Providing training, advice and assistance as needed.
- Directs, coordinates and reviews the work plan for the department; meets with staff to identify and resolve problems; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods and procedures.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the department head, implements improvements.
- Coordinates, designs, revises and maintains overall office systems for records and documents related to departmental operations.
- Establishes and maintains a variety of confidential files, materials and information.
- Schedules and coordinates appointments, conferences, meetings and maintains appointment calendar for department head; tracks a variety of matters and actions requested by the City Council to ensure that deadlines are met.
- Receives, screens, and responds to requests, queries and complaints, received by phone, mail, email or in person from visitors, other City departments and the public relative to departmental and City policies, procedures, programs and regulations

Supervising Administrative Assistant
 Class Code:
 Class Designation: Civil Service

- Purchases and maintains office supply inventory; receives cash receipts and administers related budgets and reports.
- Ensures the effective maintenance of various personnel records and databases, including employee time and leave balances and required DOT, Workers Compensation and OSHA files; oversees and/or maintains training databases and training history files and tracks license, insurance and certification requirements and notifies employees when re-certification is due.
- Performs routine but specialized administrative duties related to departmental operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for budget expenditures
- Researches and completes a variety of documents regarding personnel matters and departmental operations, coordinating activities with other departments as appropriate, and ensuring timely submittal to appropriate department for processing
- Composes correspondence and prepares special studies, statistical analyses and various reports.
- Edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation, syntax and grammar
- Oversees and/or types correspondence, such as letters, memos, reports, Commission and Council items and other materials on a variety of general and technical topics from rough draft and other sources

EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Attends division and department meetings as required.
- Serves on various committees as appropriate.
- Performs special projects as assigned and related work as required.

QUALIFICATION GUIDELINES

Knowledge of:

- Principles, practices, and procedures of effective office operations
- Principles and practices of effective supervision, employee development and performance management
- Departmental policies, procedures, systems, programs and functions
- English usage, spelling, grammar, syntax and punctuation and business math
- Purchasing and inventory maintenance methods
- Modern office equipment and software applications used by the department
- Advanced principles and methods of business correspondence and report preparation
- Advanced record keeping methods recordkeeping methods applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records
- Telephone etiquette and principles of effective public relations
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters
- General City operations.

Ability to:

- Work independently, exercise good judgment in making decisions and in performing assigned duties
- Plan, organize, and manage departmental office operations and assigned functions

Supervising Administrative Assistant
 Class Code:
 Class Designation: Civil Service

- Recommend and implement goals, objectives and practices for effective and efficient operations
- Effectively delegate authority and responsibility
- Select, supervise, train, motivate assign and evaluate the work performance of subordinate personnel
- Provide administrative and professional leadership and direction for functional areas of responsibility
- Analyze problems, identify alternative solutions and potential consequences and implement recommendations to support goals and objectives
- Establish and accurately maintain a variety of filing systems, including maintenance of specialized payroll and fiscal records
- Interpret, explain and enforce departmental and City policies and procedures
- Perform multiple and concurrent detailed tasks often under time constraints and/or in an environment of frequent interruptions
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations
- Communicate clearly and concisely, both orally and in writing
- Type a variety of materials to, include letters, memos, reports, legal documents, Commission and Council items from rough drafts and other sources
- Effectively operate a computer and peripheral office equipment
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public
- Learn and utilize new skills and information to improve job performance and efficiency.

EDUCATION AND EXPERIENCE

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

Graduation from high school or equivalent and four years of highly responsible executive secretarial and/or administrative work and complex office administration duties within a public agency, which includes at least one year of experience in a lead or supervisory position; courses in office administration and secretarial practices are desirable.

LICENSE/CERTIFICATION REQUIRED

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

SPECIAL REQUIREMENTS

Physical Requirements

Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and often under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 50 pounds; to lift and carry objects weighing up to 10 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office; to see clearly from less than one foot to twenty feet with a good field of vision and to distinguish basic colors and shades of color. On a frequent basis, essential duties of the position may require the ability to climb stairs, and to kneel and/or crouch to retrieve files and other items.

Supervising Administrative Assistant
Class Code:
Class Designation: Civil Service

October 2009

Work Environment

Essential duties of this classification are primarily performed in a dynamic office environment that may include frequent interruptions and/or a high level of public contact.

CAREER LADDER INFORMATION

Experience gained in the classification in addition to related work experience, training and course work may serve to meet minimum qualifications for promotion to an administrative manager or supervisor classification.

SENIOR ADMINISTRATIVE ASSISTANT

DEFINITION

Under direction, provides administrative and secretarial support to a department head or executive manager; uses independent judgment and initiative in the planning, organization and performance of responsible and confidential secretarial work; serves as point of contact for the department coordinating communication, information, schedules and activities, tracking activities to ensure appropriate response and/or timely completion; may supervise or provide lead direction to clerical and/or secretarial support staff; performs other duties as required.

DISTINGUISHING CHARACTERISTICS

The Senior Administrative Assistant reports directly to a department head or executive manager. Incumbents exercise a high degree of discretion and independent judgment in the performance of duties. This classification is distinguished from lower level administrative support positions by a higher level of administrative knowledge and experience required for successful performance of the full range of assigned duties; supervisory and/or lead responsibility for clerical and/or secretarial staff; a greater complexity of work assignments; a higher level of independent judgment and initiative exercised in the performance of assignments; and a potential for greater impact of erroneous decisions on operating costs and schedules of a City department.

The Senior Administrative Assistant is distinguished from the Supervising Administrative Assistant as the latter classification has full responsibility for planning and administering department office operations and administrative support activities, budget administration and direct supervision of departmental clerical, secretarial and administrative staff.

SUPERVISION EXERCISED/RECEIVED:

Receives direction from a department head or executive manager; may provide direct supervision and/or lead direction to a small clerical and/or administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties; however, they are not all-inclusive.

- Coordinates, designs, revises and maintains overall office systems for records and documents related to departmental operations.
- Establishes and maintains confidential files, materials and information.
- Schedules and coordinates appointments, conferences, meetings and maintains appointment calendar for department head and/or executive; tracks a variety of matters referred by the City Manager and information and actions requested by the City Council to ensure that deadlines are met.
- Receives, screens, and responds to requests, queries and complaints, received by phone, mail, email or in person from visitors, other City departments and the public relative to departmental and City policies, procedures and regulations.
- Screens and distributes incoming correspondence to department head, executive and/or staff members.
- Performs routine but specialized administrative duties related to departmental operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for budget expenditures.

Senior Administrative Assistant
 Class Code:
 Class Designation: Civil Service

- Researches and completes a variety of documents regarding personnel matters and departmental operations, coordinating activities with other departments as appropriate, and ensuring timely submittal to appropriate department for processing.
- Independently, composes letters, memos and other written communications on routine matters.
- Edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation, syntax and grammar.
- Prepares correspondence, such as letters, memos, reports, Commission and Council items and other materials on a variety of general and technical topics from rough drafts and other sources.
- As assigned, purchases and maintains office supply inventory; receives cash receipts and administers related budget and reports.
- As assigned, provides supervision and/or lead direction to departmental clerical and/or secretarial staff

EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Attends division and department meetings as required.
- Serves on various committees as appropriate.
- Performs special projects as assigned and related work as required.

MINIMUM QUALIFICATION GUIDELINES

Knowledge of:

- Standard office procedures and practices
- General knowledge of City operations
- English usage, spelling, grammar, syntax and punctuation and business math
- Modern office equipment and software applications
- Advanced principles and methods of business correspondence and report preparation
- Advanced record keeping methods
- General methods of budget preparation and financial record keeping
- Telephone etiquette and principles of effective public relations
- Modern supervisory principles and practices
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters
- General City operations
- **Ability to:**
- Work independently, exercise good judgment in making decisions and in performing assigned duties
- Perform multiple and concurrent detailed tasks often under time constraints and/or in an environment of frequent interruptions
- Interpret, explain and enforce departmental and City policies and procedures
- Establish and maintain complex and confidential records, files and documents
- Perform highly skilled administrative and secretarial work
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations

Senior Administrative Assistant
 Class Code:
 Class Designation: Civil Service

- Communicate clearly and concisely, both orally and in writing
- Collect, interpret and exercise judgment in organizing data and compiling reports
- Type a variety of materials to, include letters, memos, reports, legal documents, Commission and Council items from rough drafts and other sources
- Understand and accurately follow brief oral and written instructions
- Effectively operate a computer and peripheral office equipment
- Supervise or Lead the work of subordinate staff including planning, organizing, prioritizing, assigning, reviewing, monitoring and evaluating work, as assigned
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public
- Perform multiple and concurrent detailed tasks in an environment of time constraints and frequent interruptions
- Learn and utilize new skills and information to improve job performance and efficiency.

LICENSE/CERTIFICATION REQUIRED

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

EDUCATION AND EXPERIENCE

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

Graduation from high school or equivalent and three years of increasingly responsible secretarial and/or administrative support experience; courses in office administration and business occupations and experience in a lead capacity are desirable.

SPECIAL REQUIREMENTS

Physical Requirements

Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 30 pounds; to lift and carry objects weighing up to 15 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office; to see clearly from less than one foot to arms length with a good field of vision and to distinguish basic colors and shades of color. On a frequent basis, essential duties of the position may require the ability to climb stairs, to kneel and/or crouch to retrieve files and other items.

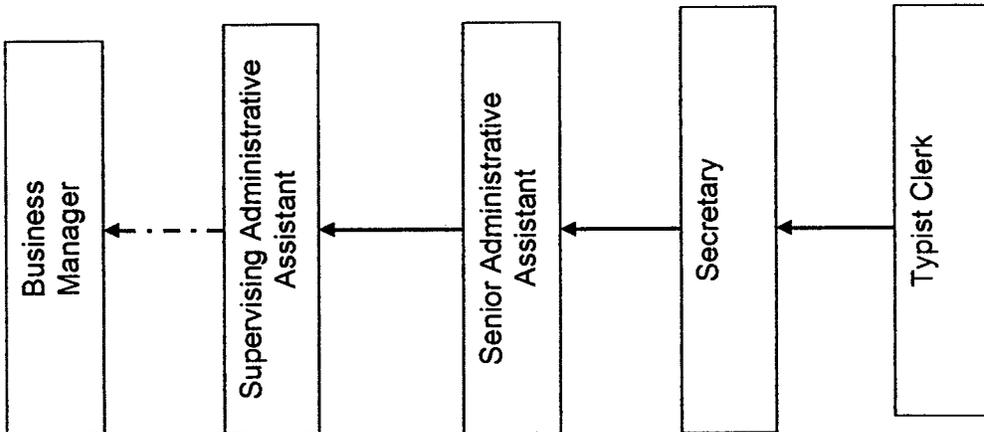
Work Environment

Essential duties of this classification are primarily performed in a dynamic office environment that may include frequent interruptions and/or a high level of public contact.

CAREER LADDER INFORMATION

Experience gained in the classification of Senior Administrative Assistant may serve to meet minimum qualifications for promotion to Supervising Administrative Assistant.

**Administrative Support
Career Ladder**



- - - - - Requires add'l training or educ.
 to qualify for promotion

— PROMO

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LATERAL

SUPERVISING ADMINISTRATIVE ASSISTANT

DEFINITION

Under direction, plans, directs and supervises office operations, office support staff and the department's administrative support functions including the processing of payroll, records management and the purchasing and maintenance of office supplies inventory and related records; establishes operating policies and procedures for office operations and areas of functional responsibility; provides administrative and highly complex secretarial support to the department head, managers and staff; serves as point of contact for the department coordinating communication, information, schedules and activities, tracking activities to ensure appropriate and timely response; serves as resource to management and staff on departmental policies, procedures and systems; and performs special projects as assigned and other related work as required.

DISTINGUISHING CHARACTERISTICS

The Supervising Administrative Assistant is distinguished from the Senior Administrative Assistant by the level of supervisory responsibility, size of staff, complexity and specialization of work assignments, scope of responsibility and authority exercised and a potential for greater impact of erroneous decisions on departmental operating costs and schedules.

SUPERVISION EXERCISED/RECEIVED:

Receives direction from a department head within a framework of broad policies and general objectives; exercises direct supervision over a centralized unit of office support staff.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties; however, they are not all-inclusive.

- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees and implementing employee discipline. Providing training, advice and assistance as needed.
- Directs, coordinates and reviews the work plan for the department; meets with staff to identify and resolve problems; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods and procedures.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the department head, implements improvements.
- Coordinates, designs, revises and maintains overall office systems for records and documents related to departmental operations.
- Establishes and maintains a variety of confidential files, materials and information.
- Schedules and coordinates appointments, conferences, meetings and maintains appointment calendar for department head; tracks a variety of matters and actions requested by the City Council to ensure that deadlines are met.
- Receives, screens, and responds to requests, queries and complaints, received by phone, mail, email or in person from visitors, other City departments and the public relative to departmental and City policies, procedures, programs and regulations

- Purchases and maintains office supply inventory; receives cash receipts and administers related budgets and reports.
- Ensures the effective maintenance of various personnel records and databases, including employee time and leave balances and required DOT, Workers Compensation and OSHA files; oversees and/or maintains training databases and training history files and tracks license, insurance and certification requirements and notifies employees when re-certification is due.
- Performs routine but specialized administrative duties related to departmental operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for budget expenditures
- Researches and completes a variety of documents regarding personnel matters and departmental operations, coordinating activities with other departments as appropriate, and ensuring timely submittal to appropriate department for processing
- Composes correspondence and prepares special studies, statistical analyses and various reports.
- Edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation, syntax and grammar
- Oversees and/or types correspondence, such as letters, memos, reports, Commission and Council items and other materials on a variety of general and technical topics from rough draft and other sources

EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Attends division and department meetings as required.
- Serves on various committees as appropriate.
- Performs special projects as assigned and related work as required.

QUALIFICATION GUIDELINES

Knowledge of:

- Principles, practices, and procedures of effective office operations
- Principles and practices of effective supervision, employee development and performance management
- Departmental policies, procedures, systems, programs and functions
- English usage, spelling, grammar, syntax and punctuation and business math
- Purchasing and inventory maintenance methods
- Modern office equipment and software applications used by the department
- Advanced principles and methods of business correspondence and report preparation
- Advanced record keeping methods recordkeeping methods applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records
- Telephone etiquette and principles of effective public relations
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters
- General City operations.

Ability to:

- Work independently, exercise good judgment in making decisions and in performing assigned duties.
- Plan, organize, and manage departmental office operations and assigned functions.

Supervising Administrative Assistant
 Class Code: 1135
 Class Designation: Civil Service

October 2009

- Recommend and implement goals, objectives and practices for effective and efficient operations.
- Effectively delegate authority and responsibility.
- Select, supervise, train, motivate assign and evaluate the work performance of subordinate personnel.
- Provide administrative and professional leadership and direction for functional areas of responsibility.
- Analyze problems, identify alternative solutions and potential consequences and implement recommendations to support goals and objectives.
- Establish and accurately maintain a variety of filing systems, including maintenance of specialized payroll and fiscal records.
- Interpret, explain and enforce departmental and City policies and procedures.
- Perform multiple and concurrent detailed tasks often under time constraints and/or in an environment of frequent interruptions.
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations.
- Communicate clearly and concisely, both orally and in writing.
- Type a variety of materials to, include letters, memos, reports, legal documents, Commission and Council items from rough drafts and other sources.
- Effectively operate a computer and peripheral office equipment.
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public.
- Learn and utilize new skills and information to improve job performance and efficiency.

EDUCATION AND EXPERIENCE

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

Graduation from high school or equivalent and four years of highly responsible executive secretarial and/or administrative work and complex office administration duties within a public agency, which includes at least one year of experience in a lead or supervisory position; courses in office administration and secretarial practices are desirable.

LICENSE/CERTIFICATION REQUIRED

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

SPECIAL REQUIREMENTS

Physical Requirements

Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and often under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 50 pounds; to lift and carry objects weighing up to 10 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office; to see clearly from less than one foot to twenty feet with a good field of vision and to distinguish basic colors and shades of color. On a frequent basis, essential duties of the position may require the ability to climb stairs, and to kneel and/or crouch to retrieve files and other items.

Supervising Administrative Assistant
Class Code: 1135
Class Designation: Civil Service

October 2009

Work Environment

Essential duties of this classification are primarily performed in a dynamic office environment that may include frequent interruptions and/or a high level of public contact.

CAREER LADDER INFORMATION

Experience gained in the classification in addition to related work experience, training and course work may serve to meet minimum qualifications for promotion to an administrative manager or supervisor classification.

SENIOR ADMINISTRATIVE ASSISTANT

DEFINITION

Under direction, provides administrative and secretarial support to a department head or executive manager; uses independent judgment and initiative in the planning, organization and performance of responsible and confidential secretarial work; serves as point of contact for the department coordinating communication, information, schedules and activities, tracking activities to ensure appropriate response and/or timely completion; may supervise or provide lead direction to clerical and/or secretarial support staff; performs other duties as required.

DISTINGUISHING CHARACTERISTICS

The Senior Administrative Assistant reports directly to a department head or executive manager. Incumbents exercise a high degree of discretion and independent judgment in the performance of duties. This classification is distinguished from lower level administrative support positions by a higher level of administrative knowledge and experience required for successful performance of the full range of assigned duties; supervisory and/or lead responsibility for clerical and/or secretarial staff; a greater complexity of work assignments; a higher level of independent judgment and initiative exercised in the performance of assignments; and a potential for greater impact of erroneous decisions on operating costs and schedules of a City department.

The Senior Administrative Assistant is distinguished from the Supervising Administrative Assistant as the latter classification has full responsibility for planning and administering department office operations and administrative support activities, budget administration and direct supervision of departmental clerical, secretarial and administrative staff.

SUPERVISION EXERCISED/RECEIVED:

Receives direction from a department head or executive manager; may provide direct supervision and/or lead direction to a small clerical and/or administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties; however, they are not all-inclusive.

- Coordinates, designs, revises and maintains overall office systems for records and documents related to departmental operations.
- Establishes and maintains confidential files, materials and information.
- Schedules and coordinates appointments, conferences, meetings and maintains appointment calendar for department head and/or executive; tracks a variety of matters referred by the City Manager and information and actions requested by the City Council to ensure that deadlines are met.
- Receives, screens, and responds to requests, queries and complaints, received by phone, mail, email or in person from visitors, other City departments and the public relative to departmental and City policies, procedures and regulations.
- Screens and distributes incoming correspondence to department head, executive and/or staff members.
- Performs routine but specialized administrative duties related to departmental operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for budget expenditures.

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- Researches and completes a variety of documents regarding personnel matters and departmental operations, coordinating activities with other departments as appropriate, and ensuring timely submittal to appropriate department for processing.
- Independently, composes letters, memos and other written communications on routine matters.
- Edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation, syntax and grammar.
- Prepares correspondence, such as letters, memos, reports, Commission and Council items and other materials on a variety of general and technical topics from rough drafts and other sources.
- As assigned, purchases and maintains office supply inventory; receives cash receipts and administers related budget and reports.
- As assigned, provides supervision and/or lead direction to departmental clerical and/or secretarial staff.

EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Attends division and department meetings as required.
- Serves on various committees as appropriate.
- Performs special projects as assigned and related work as required.

MINIMUM QUALIFICATION GUIDELINES

Knowledge of:

- Standard office procedures and practices.
- General knowledge of City operations.
- English usage, spelling, grammar, syntax and punctuation and business math.
- Modern office equipment and software applications.
- Advanced principles and methods of business correspondence and report preparation.
- Advanced record keeping methods.
- General methods of budget preparation and financial record keeping.
- Telephone etiquette and principles of effective public relations.
- Modern supervisory principles and practices.
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
- General City operations.

Ability to:

- Work independently, exercise good judgment in making decisions and in performing assigned duties.
- Perform multiple and concurrent detailed tasks often under time constraints and/or in an environment of frequent interruptions.
- Interpret, explain and enforce departmental and City policies and procedures.
- Establish and maintain complex and confidential records, files and documents.
- Perform highly skilled administrative and secretarial work.
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations.

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- Communicate clearly and concisely, both orally and in writing.
- Collect, interpret and exercise judgment in organizing data and compiling reports.
- Type a variety of materials to, include letters, memos, reports, legal documents, Commission and Council items from rough drafts and other sources.
- Understand and accurately follow brief oral and written instructions.
- Effectively operate a computer and peripheral office equipment.
- Supervise or Lead the work of subordinate staff including planning, organizing, prioritizing, assigning, reviewing, monitoring and evaluating work, as assigned.
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public.
- Perform multiple and concurrent detailed tasks in an environment of time constraints and frequent interruptions.
- Learn and utilize new skills and information to improve job performance and efficiency.

LICENSE/CERTIFICATION REQUIRED

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

EDUCATION AND EXPERIENCE

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

Graduation from high school or equivalent and three years of increasingly responsible secretarial and/or administrative support experience; courses in office administration and business occupations and experience in a lead capacity are desirable.

SPECIAL REQUIREMENTS

Physical Requirements

Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 30 pounds; to lift and carry objects weighing up to 15 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office; to see clearly from less than one foot to arms length with a good field of vision and to distinguish basic colors and shades of color. On a frequent basis, essential duties of the position may require the ability to climb stairs, to kneel and/or crouch to retrieve files and other items.

Work Environment

Essential duties of this classification are primarily performed in a dynamic office environment that may include frequent interruptions and/or a high level of public contact.

CAREER LADDER INFORMATION

Experience gained in the classification of Senior Administrative Assistant may serve to meet minimum qualifications for promotion to Supervising Administrative Assistant.