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

Members of the Council:

SUBJECT: City Manager/Human Resources – Approve Revised Job Description for Staff Assistant
Expenditure: None

RECOMMENDATION

Recommendation of the Human Resources Administrator that City Council approve the revised job
description for Staff Assistant.

Funding: None - This is for approval of the job description only.

BACKGROUND

There is a current vacancy for the Staff Assistant to the City Council and the job description was last
updated in 1986. Staff revised the job description to reflect the full range of duties and experience and
education requirements. The revised job description is submitted for your review and approval.

ANALYSIS

The job description required revision to reflect the full range of duties, addition of sections to ensure
consistency with the current format. Changes include addition of sections such as Reporting
Relationships, Special Requirements, and Career Ladder Information consistent with the current format.
The Knowledge and Abilities section was modified to reflect knowledge of and ability to perform the full
range of duties. The Experience and Education Section was modified to allow for substitution of
experience or education and should result in a broader candidate pool to qualify for the position. The
Special Requirements section was added to reflect the working conditions of the position. The Career
Ladder Information section was added to reflect career advancement opportunities.

Respectfully Submitted,
Leyta O. Fuentes
HUMAN RESOURCES/CITY MANAGER

By ____________________________
Melody P. Lawrence
Human Resources Manager

CONCUR:

______________________________
Leyta O. Fuentes
Human Resources Administrator

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LeRoy J. Jackson
City Manager

Attachments:
A. Revised Job Description for Staff Assistant
B. Existing Job Description for Staff Assistant
STAFF ASSISTANT

POSITION SUMMARY

Under direction, provides staff assistance of a generalized and/or specialized nature to the City Manager, Department Director, Division Manager and/or City Council, City boards or commissions. Provides information and assistance to other City staff and the general public regarding assigned programs, policies and procedures. Serves as a point of contact for the assigned programs coordinating communication, information, schedules and activities; and performs related work as required.

REPORTING RELATIONSHIPS

Receives general supervision from management staff.

JOB DUTIES

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

- Provides staff assistance of a generalized nature as well as in areas of specialty such as finance, engineering, transportation, community relations, public service, elected officials and grants management.
- Acts as resource to public, City departments and other organizations for inquiries, complaints, or dissemination of general information including public presentations.
- Composes, edits, and coordinates the presentation and publishing of a variety of documents such as reports, bulletins, correspondence, research documents and procedures.
- Maintains calendar of activities, meetings and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies;
- Responds to inquiries from the public, resolves problems and addresses administrative details.
- Coordinates various programs and projects, overseeing, implementation and administration, which may include budget preparation and tracking, expenditure control, internal training/communication, and public relations.
- Assists with departmental day to day operations such as contract administration, grant preparation, and personnel related matters.
- May coordinate a variety of events including planning, implementing, overseeing, managing and maintaining all aspects of each event prior to, during and after each event.
- May perform administrative duties related to departmental operations including clerical accounting duties such as processing payments, purchase requisitions, invoices and maintaining related financial records, accounts receivable, and accounts payable functions.
- Attends meetings with other City departments and external customers as required.
- Perform related duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles and practices of public and/or business administration;
- Business math principles;
- Principles and practices of budget preparation;
- Research methodologies and resources, including internet and report writing;
- Departmental policies, procedures, systems, programs and functions;
- Methods and techniques involved in managing, coordinating, and planning events;
- English usage, spelling, grammar, syntax and punctuation and business math;
- Principles and practices of office management, modern office equipment and software applications;
- Telephone etiquette and principles of effective public relations;
- Applicable local, State and Federal laws and regulations;
- City and Department Mission including strategic goals and objectives;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- General City operations;
- Microsoft Office – Word, Excel and PowerPoint, MS Outlook (or software currently in use by the City) in order to perform duties.

**Ability to:**
- Plan, organize and direct programs or projects;
- Interact with a wide variety of clientele while retaining a professional work environment;
- 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 effectively orally and in writing;
- Plan, coordinate, and manage activities and events;
- Establish and maintain effective working relationships with those contacted in the course of work including the public, City employees, and other government officials;
- Communicate effectively with individuals from diverse socioeconomic, educational and cultural backgrounds;
- Exercise judgment and tact in dealing with the public in difficult situations;
- Perform memo, correspondence and report typing with accuracy and speed;
- Operate a variety of office equipment, such as a computer and peripheral office equipment, telephone, and copy machine;
- Research, interpret, and apply policy and procedure, City ordinances, administrative rules and regulations, and/or legal compliance requirements;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Work independently and follow through on assignments to ensure accuracy;
- Work under pressure to meet multiple and simultaneous deadlines.

**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 (4) years of highly responsible executive support and/or administrative work in a public agency; or an equivalent combination of education, training, and experience such as an Associate’s degree in Public or Business Administration or a related field and two (2) years of related experience; or a Bachelor’s degree in Public Administration, Business Administration or a related field.

**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. 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 this classification may serve to meet the minimum requirements for promotion to Administrative Analyst, Business Manager or Management Associate.
STAFF (ADMINISTRATIVE) ASSISTANT

DEFINITION

Under general supervision, conducts studies into a variety of municipal problems and prepares reports thereon for the City Manager; assists in budget preparation, liaison, public relations and other executive functions; and to do related work as required.

EXAMPLES OF DUTIES

Makes studies into such areas of municipal government as organization, staffing, financing, procedures, equipment and services; prepares reports and recommendations based on such studies for the City Manager, assists in the preparation of the City budget.

MINIMUM QUALIFICATIONS

Knowledge of

Principles and practices of public administration.

Ability to

Understand and follow complex written and oral instructions; Analyze situations and problems and to reach practical and logical conclusions; Speak and write effectively.

EXPERIENCE

None.

EDUCATION

Graduation from college with a major in Public Administration, Business Administration or related field, preferable supplemented by graduate level courses in Public Administration.