

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision working a range of hours set by the Air Pollution Control Officer, provides varied office administrative, secretarial and general clerical assistance for the centralized administrative support system in support of the District's air quality management activities; provides information externally and internally regarding District policies and/or procedures; performs varied technical and non-technical support work for the District such as telephone and counter reception, word processing, correspondence, data entry, regulatory reporting, records management including electronic records, scanning and work order processing; assist with financial department with basic data entry, receipts and transactions as needed and performs other duties as assigned; may serve other Special Assignments.

CLASS CHARACTERISTICS

This is a fully experienced office support classification, responsible for the full scope of clerical and secretarial duties in support of the District's executive, professional and technical staff. Incumbents participate in office support work by performing multiple duties to ensure efficient District service provision. The work also requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public.

This class is distinguished from the Administrative Technician in that the latter is an advanced-journey level clerical classification that requires specialized technical program knowledge.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by managerial staff. Day-to-day assignments and projects are completed independently within specified guidelines. No direct supervision of staff is exercised.

EXAMPLES OF DUTIES (Illustrative Only)

- Attends to a variety of office administrative details, such as keeping informed of District activities, arranging, and attending meetings, scheduling appointments, transmitting information, ordering and coordinating supply orders, arranging for equipment and office maintenance, processing staff schedules, and maintaining records, logs, and calendars related to permits, licenses, and agreements.
- Receives and screens visitors and telephone calls; takes messages, directs the caller to the proper office or person and/or provides factual information or problem resolution regarding District activities and functions that may require the interpretation and explanation of policies, rules, procedures and ordinances.
- Monitors and coordinates the daily operation of assigned project or program areas and maintains appropriate records and statistics.
- Compiles materials, assists in the preparation, and updates statistical and regulatory reports, manuals, and publications.
- Assists in preparing for and coordinating meetings of the Board of Directors.; may attend and record information at Board meetings and hearings and prepares accurate minutes; posts Board and related District information.
- Prepares detailed correspondence, reports, forms, invitations, graphic materials, and specialized documents related to District activities from drafts, notes, brief instructions, or corrected copy;

proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation and spelling.

- Enters and retrieves information using standard word processing and spreadsheet software.
- Receives mail and direct payments from the public and other agencies.
- Processes and distributes incoming and outgoing correspondence for the office.
- As assigned, maintains records and tracks burn permit issues and activities within the District's jurisdiction; logs calls from the public regarding burn activities and requirements.
- Assist with accounting procedures, such as invoicing, accounts receivable, late fee assessments, processing incoming receipts, balancing monies received, preparing receipts, bank deposits and permit applications.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; and may operate other department-specific equipment.
- Organizes and maintains various administrative, reference and follow-up files; scans documents into system; purges files as required; and may assist in the contract management system.
- Coordinates activities with and provides information to contractors and service suppliers.
- Assist with various administrative support activities related to communications, tracking of grant program workflows.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Provides administrative support to other staff as needed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected Board of Directors.
- Codes, regulations, policies, technical processes, and procedures related to District activities.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment and software.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to work, including word processing, database, and spreadsheet applications such as Office 365, LaserFiche, and Adobe.
- Records management principles and practices.
- Correct English usage, including spelling, grammar, and word usage.
- Business arithmetic and basic statistical techniques.
- Techniques for dealing with a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.

Skills in:

- Providing varied, responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion.
- Responding to and effectively prioritizing multiple phone calls, visitors, and other requests and interruptions.
- Composing correspondence and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- Compiling information from varied sources and preparing accurate records and reports.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.

- Organizing your own work, coordinating processes, coordinating projects, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Establishing and maintaining a records management system.
- Taking a proactive approach to customer service issues.
- Word processing and entering data into standard computer formats and producing correspondence and reports with speed and accuracy sufficient to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

- Equivalent to graduation from high school supplemented by business or technical school coursework and three years of responsible office administrative, secretarial and/or general clerical experience. Experience in dealing with the public and working in a public agency setting is desirable.

License:

- Must possess a valid California class C driver's license and have a satisfactory driving record.

Other Requirements:

- Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.