

SENIOR ADMINISTRATIVE SUPPORT ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

Under direction, to lead, oversee and participate in the more complex and difficult work of staff responsible for performing a variety of administrative and clerical support functions within an assigned area including record keeping, dispatching, typing, file maintenance, processing building permits, answering phones and responding to the general public; to provide information and assistance to the public regarding policies and procedures; and to perform a variety of technical tasks relative to assigned areas of responsibility.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Administrative Support Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series and assume greater administrative responsibility within the assigned area. Positions may also exercise direct or functional and technical supervision over lower level clerical/administrative staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Lead, plan, train and review the work of staff responsible for performing a variety of administrative and clerical support functions within an assigned area including record keeping, radio dispatching, typing, file maintenance, processing building permits and answering phones; may supervise work of an assigned area including assigning and reviewing work, evaluating performance, training, discipline and making records for hiring and/or termination decisions.
2. Train assigned employees in their areas of work including appropriate administrative and clerical support methods, procedures and techniques.
3. Verify the work of assigned employees for accuracy, proper work methods, techniques and compliance with applicable standards and specifications.
4. Type and proofread a wide variety of reports, letters, memoranda, correspondence and statistical charts; type from rough draft, verbal instruction or transcribing machine; independently compose correspondence related to assigned area of responsibility.
5. Receive and process requests for purchase orders, assign proper codes to orders and input into computer; review requests from others for approval.

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6. Maintain a variety of complex and/or confidential records, reports, ledgers, logs, time cards and files; provide appropriate human resource staff with confidential employee information as requested.
7. Compile payroll information for assigned area; calculate, review and verify for accuracy all time cards received from employees; enter information into computer for payroll processing; maintain accurate and detailed payroll records.
8. Provides billing support to Emergency Medical Response activities and services.
9. Attend a variety of meetings; prepare and compile agenda packets; take and prepare minutes; disseminate information as appropriate.
10. Screen office and telephone callers; respond to complaints and requests for information on regulations, procedures, systems and precedents relating to assigned responsibilities; screen, sort and distribute mail; respond to routine correspondence.
11. Provide support in the preparation and administration of the assigned department budget; monitor expenditures including reviewing and processing purchase requisitions and purchase orders; recommend modifications or adjustments as appropriate.
12. Maintain and order office supplies; prepare purchase orders; receive invoices and check for accuracy; process payments.
13. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
14. Operate a variety of office equipment including copiers, facsimile machine and computer; input and retrieve data and text; organize and maintain disk storage and filing.
15. Recommend and assist in the implementation of goals and objectives; implement approved policies and procedures.

AUXILIARY FUNCTION STATEMENTS

1. Provide assistance in a variety of special projects as assigned.
2. Oversee the operation and maintenance of office computer systems; participate in the purchase of new systems as required.
3. Follow all safety rules and procedures established for work area.
4. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles of lead supervision and training.

Business letter writing and basic report preparation techniques.

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Modern office procedures, methods and computer equipment.

Principles and procedures of record keeping.

Practices used in minute taking and preparation.

Methods and techniques of proper phone etiquette.

Methods and techniques of public relations.

English usage, spelling, grammar and punctuation.

Mathematical principles and applications.

Principles and practices of financial record keeping.

Pertinent Federal, State and local laws, codes and regulations.

Ability to:

Perform responsible and difficult administrative and secretarial support duties involving the use of independent judgment and personal initiative.

Lead, organize and review the work of staff.

Maintain confidentiality of work performed.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply administrative and departmental policies and procedures.

Independently prepare correspondences and memoranda.

Type at a speed necessary for successful job performance.

Prepare clear and concise reports.

Operate office equipment including computers and supporting word processing and spreadsheet applications.

Implement and maintain standard filing systems.

Maintain confidential records and reports.

Work independently in the absence of supervision.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

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

Education:

Equivalent to the completion of the twelfth grade supplemented by specialized training in office procedures or a related field.

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Experience:

Four years of increasingly responsible administrative support and/or secretarial experience.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Office environment; exposure to computer screens.

Mobility: Sitting for prolonged periods of time; extensive use of computer keyboard.

Vision: Visual acuity to review written materials.

Other Factors: Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings.