



## City of Orinda

### Senior Administrative Assistant

#### **DEFINITION**

Under direction, to perform a variety of responsible, confidential, and complex administrative and secretarial duties for a Department Head and management staff; to plan, organize, and oversee the operations and functions of the assigned office; and to provide information and assistance to Department Head, staff, and the general public.

#### **SUPERVISION EXERCISED**

May exercise direct supervision over administrative support staff.

#### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Interpret department regulations, policies, and procedures; make decisions involving independent judgement and requiring specialized knowledge of department practices, programs, and operations, analyze situations and make appropriate decisions without immediate supervision.

Collect and compile material for review and analysis; provide recommendations for changes in programs, policies, or procedures to improve efficiency and cost effectiveness of operations; coordinate consultation, information exchange, and necessary clearances and/or approvals.

Participate and assist in the administration of the assigned office; supervise, organize, and manage all administrative support activities associated with the office, as assigned; recommend organizational or procedural changes affecting support activities; recommend improvements in work flow, procedures, and use of equipment and forms.

Relieve Department Head of a variety of administrative details; independently respond to routine letters and general correspondence; compose and prepare letters, memoranda, and reports pertaining to standard policies; create brochures, schedules, and calendars of events.

Assist in the preparation and monitoring of assigned budgets including compiling annual budget requests, recommending expenditure requests for designated accounts, and monitoring approved budget accounts; review the financial condition of assigned programs and/or grants and recommend initiative corrective action to ensure financial integrity; assist in purchasing of furniture, equipment, and supplies.

Serve as primary resource and information source regarding department and program policies, procedures, objectives, and operational functions, receive and interview office visitors and telephone callers; answer questions and provide information where judgement, knowledge and interpretations are utilized, especially in the proper handling

of confidential information or files; resolve complaints; refer caller to appropriate source as necessary.

Provide administrative support to commissions and/or committees including attendance at meetings, agenda preparation, preparation of minutes, and coordination of meeting details.

Organize the flow of communication through the assigned office in an efficient and effective manner with City staff, the general public, businesses, and other agencies.

Collect, compile, and analyze information from various sources on a variety of specialized topics related to programs in assigned area; write reports which present and interpret data, identify alternatives and make and justify recommendations.

May direct, coordinate, and review the work plan for assigned staff; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.

Assist in a variety of department and program operations; coordinate, supervise, monitor, and/or participate in special projects, assignments and activities as assigned; maintain control files on matters in press and expedite their completion; serve on committees as assigned.

Perform responsible and difficult administrative work involving the use of independent judgement and personal initiative; perform varied and responsible duties to assist in the processing and completion of administrative operations for assigned staff.

Initiate and maintain a variety of files and records for information related to the assigned department and programs including financial, budget, personnel, operational and administrative records; maintain and update resource materials.

Operate modern office machines and equipment including word processors, computers, printers, copiers, calculators, and fax machines; routinely use a full range of word processing, graphics, databases, and spreadsheet computer software applications.

Order, receive, inventory, store, and distribute supplies, forms, and related items; prepare purchase orders; contact vendors and suppliers as needed; maintain related records.

Attend and participate in staff meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge.

Assist with department personnel functions as assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

### **OTHER JOB RELATED DUTIES**

Perform related duties and responsibilities as assigned.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Office management principles.

Principles and practices of budget development and administration.

Principles and practices of fiscal, statistical, and administrative data collection and report preparation.

Advanced customer services principles and practices.

Principles of supervision and training.

Pertinent Federal, State, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Modern office procedures, methods, and equipment including computer equipment and applicable software programs.

English usage, spelling, vocabulary, grammar, and punctuation.

Principles and practices of business letter writing.

Principles and procedures of record keeping.

Principles and techniques used in dealing with the public.

Word processing and personal computer methods, techniques, and programs including graphics and spreadsheet and database applications.

Procedures used in minute taking and preparation.

Mathematical principles.

Safe driving principles and practices.

### **Skill to:**

Operate modern office equipment, including computer equipment and software.

Type at a speed of 55 words per minute and enter data at a speed necessary for successful job performance.

Take minutes and transcribe recorded minutes.

Operate a motor vehicle safely.

**Ability to:**

Independently perform advanced administrative support duties.

Interpret and apply pertinent Federal, State, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Research, compile, analyze, interpret and prepare a variety of fiscal, statistical and administrative reports.

Compile, tabulate, and analyze data and information and prepare summaries and reports.

Develop operating procedures to implement programs and policies.

Read, understand, apply, and explain technical policies and procedural requirements.

Perform responsible and difficult administrative work involving the use of independent judgement and personal intuition.

Work under limited supervision within a broad framework of standard policies and procedures.

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

Respond to questions from the public and City personnel regarding policies and procedures for the assigned area.

Work cooperatively with other departments, divisions, City officials, and outside agencies.

Analyze situations carefully and adopt effective courses of action.

Maintain confidential data and information.

Independently prepare correspondence, memoranda, and minutes of meetings.

Perform mathematical computations quickly and accurately.

Provide supervision and training to assigned staff.

Plan and organize work to meet schedules and timelines.

Exercise good judgement, flexibility, creativity, and sensitivity in response to changing situations and needs.

Maintain sensitive information.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Minimum Qualifications:**

**Experience:**

Seven years of increasingly responsible administrative secretarial, administrative assistant, office management, or related experience.

**Training:**

Equivalent to a high school diploma supplemented by specialized training and coursework in accounting, management, business administration, office practices, or a related field.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid driver's license.

Some positions may require CPR and First Aid Certificates.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment including ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift thirty pounds; ability to travel to different sites and locations.

**Employee Group:        General Employee**

**FLSA Status:            Non-Exempt**

**Revised:                 October 2014**