

WEST VALLEY SANITATION DISTRICT

ADMINISTRATIVE ASSISTANT I/II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under supervision, performs a wide variety of secretarial and administrative support tasks and duties for management and other staff; assists the public by providing information personally or directing information requests according to established procedures; sorts, logs and maintains records and other documents; learns policies, procedures and work methods associated with assigned duties; demonstrates a full understanding of all applicable policies, procedures and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

Administrative Assistant I

The **Administrative Assistant I** is the entry level class in the administrative support series that allows the incumbent to develop journey level knowledge and abilities. Initially, under immediate supervision, incumbents perform the more routine office support assignments while learning District policies and procedures. As experience is gained, there is greater independence of action within established guidelines. This classification is alternatively staffed with Administrative Assistant II, and incumbents may advance to the higher level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher level class.

Administrative Assistant II

The **Administrative Assistant II** is the full working level classification in the office support series in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of office and administrative support duties, including lead responsibilities over Administrative Assistants I, organization and coordination of work load, maintenance of a calendar and scheduling appointments, and secretarial duties for management staff. This classification is distinguished from the next lower classification of Administrative Assistant I by the greater complexity of assignments and higher degree of independent action.

SUPERVISION RECEIVED/EXERCISED:

Administrative Assistant I

Receives immediate supervision from administrative and/or management staff. Incumbents of this class do not routinely exercise supervision.

Administrative Assistant II

Receives general supervision from the Director of Administration and Information Services. May exercise functional and technical supervision over lower level staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- • Performs the duties assigned to classes in the Administrative Assistant series, including organizing and coordinating work; sets priorities and meets deadlines; performs a variety of office administrative support tasks; orders supplies; keeps current reference materials and files.
- • Demonstrates an understanding of applicable policies, procedures and work methods associated with assigned duties; responds to questions and concerns from the general public; provides information as appropriate; receives visitors and telephone calls, directing them to the appropriate information source; represents the District to all callers and visitors in a professional and customer-friendly manner.
- • Uses computers to enter, prepare and proofread drafts, labels, forms, envelopes and a variety of documents, including general correspondence, reports, memos, and statistical charts; operates other automated office equipment; types a wide variety of finished documents from drafts, clear copy, notes, or verbal instructions; types, posts and distributes Board agenda materials; inputs, retrieves and references various computer data management systems such as financial, budget or permit tracking systems; may attend meetings and record and transcribe minutes.
- • Compiles and maintains records; maintains centralized division/department records and files; inputs, updates and retrieves data, such as mailing lists; determines proper spelling, and grammar; proofreads documents; prints and distributes documents.
- • May receive incoming telephone and voice radio calls, take and record information and use a radio to dispatch necessary District services.
- • Establishes positive working relationships with representatives of community organizations, state/local agencies, District management and staff, and the public.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Administrative Assistant I/II**. A typical way of obtaining the required qualifications is to possess the equivalent of:

Administrative Assistant I

One year of clerical experience, and a high school diploma or equivalent.

Administrative Assistant II

In addition to the above, one year of experience equivalent to that of an Administrative Assistant I with the West Valley Sanitation District.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license may be required for some positions.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position. The level and scope of the knowledge and abilities listed below vary between the I and II levels)*

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Knowledge of:

Standard office and administrative policies and procedures; specified computer applications involving word processing and data entry; business arithmetic; standard office practices and procedures, including filing and the operation of standard office equipment, including a computer and applicable software; business letter writing and the standard format for typed materials; methods and techniques for basic report preparation and writing; record-keeping principles and practices; correct business English, including spelling, grammar and punctuation; depending on assignment, knowledge of accounting, clerical, construction, and computer terminology may be required; administrative procedures affecting inventory, purchasing, accounting and personnel/payroll transactions.

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Ability to:

Provide general clerical support to a specialized work unit; read, understand and review documents for accuracy and relevant information; use applicable office terminology, forms, documents and procedures in the course of the work; use sound judgment in following and applying appropriate laws, regulations, policies and procedures; learn the policies, procedures and guidelines of the department to which assigned in a timely manner; maintain accurate office files; make accurate arithmetic calculations in the receipt of moneys; compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; understand and follow instructions; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

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Operate an office computer and a variety of word processing and financial software applications; type accurately from clear copy at a rate of 45 net words per minute.

Approved:

Robert R. Reid, District General Manager

Date: April 7, 2004