



TOWN OF YOUNTVILLE JOB DESCRIPTION

Administrative Assistant I/II

Under general supervision, performs a variety of routine to difficult administrative office support work which may include receptionist duties, permit coordination, word processing, recordkeeping and filing; cash receipting/cash management and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS:

Administrative Assistant I is the entry level class of this general office support series. Initially, under close supervision, incumbents learn office and Town procedures. As experience is gained there is a greater independence of action within established guidelines. This class is alternately staffed with Administrative Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level class.

Administrative Assistant II is the journey-level class of the Administrative Assistant series, fully competent to independently perform a variety of administrative office support duties. All positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in on-routine circumstances. Specific duties, including the amount use of personal computers will vary with the organizational unit to which assigned.

Typical Tasks:

Duties may include, but are not limited to the following:

- Serves as an initial customer service representative; acts as receptionist, receiving visitors and the public in reception or general office areas; responds to inquiries with factual information regarding Town services and directs visitors to appropriate areas for scheduled appointments or meetings.
- Screens phone calls, takes messages and provides factual information regarding Town activities and services which may require the use of tact and judgment.
- Uses a personal computer to compile a wide variety of reports forms and specialized documents related to the particular area of assignment.
- Produces a variety of letters, forms, permits promotional and public relations information using a word processor and or other computer software applications.
- Proofreads and checks documents and other materials for accuracy, completeness and compliance with Town policies and correct English usage including grammar, punctuation and spelling.
- Enters and retrieves data and prepares reports from a personal computer system following established formats; prepares a variety of reports which may involve arithmetic calculations; produces and reviews computer-produced reports for accuracy and makes corrections as required utilizing the Town's integrated financial software system.

- Provides assistance maintaining the Town's website. Processes forms, such as purchase requisitions work orders, permits and other tasks specific to the area assigned; may compile, review for accuracy and forward payroll documentation; establish and maintains designated files. May be assigned to handle cash receipting duties, posting and compiling transaction reports in an accurate manner.
- Operates standard office equipment; performs such office support activities as opening and distributing mail, processes outgoing mail and orders and maintain an inventory of office supplies.
- Provides back up relief for other support staff.

QUALIFICATION GUIDELINES:

MINIMUM REQUIREMENTS:

A typical way of gaining the knowledge and skills required for this classification is:

ADMINISTRATIVE ASSISTANT I:

Equivalent to one year of general office clerical experience.

ADMINISTRATIVE ASSISTANT II:

In addition to the above, one additional year of general office experience equivalent to the Town's Administrative Assistant I class.

NOTE: The level and scope of the knowledge and skills listed below are related to the job duties as defined under Distinguishing Characteristics.

Knowledge of: Office practices and procedures, including filing and the operation of standard office equipment; correct English usage, including spelling, grammar and punctuation; business letter writing and the standard format for typed materials; basic business data processing principles and the use of word processing or personal computing equipment; basic business arithmetic.

Skills in: Performing detailed administrative support work accurately; organizing and maintaining accurate office files; composing routine correspondence from brief instructions; making accurate arithmetic calculations; using initiative and sound independent judgment within established guidelines; operating standard office equipment, including a word processor and centralized telephone equipment; prioritizing work and coordinating several activities; understanding and carrying out oral and written instructions; establishing and maintaining effective working relationships with those contacted in the course of the work; typing accurately at a rate of 40 net words per minutes from printed copy.

Special Requirements: Specified positions may require possession of a valid California Driver's License.

Approval: _____
Town Manager

Effective Date: _____

Revision History: Version: _____

Effective Date: _____