CITY OF SANTA CRUZ
ADMINISTRATIVE ASSISTANT III

Reports to: **Department Director**
Supervises: **Various clerical classes as required**
Bargaining Unit: **Service**

BASIC FUNCTION

Under general supervision, performs a full range of both clerical and administrative support functions for the Department Director and other department staff, includes performing responsible, confidential, and complex clerical work, maintaining the departmental budget, processing personnel and payroll records, and coordinating the work of other departmental clerical staff as assigned or needed.

DISTINGUISHING CHARACTERISTICS

Positions in this class are distinguished from the Office Assistant classes by the more complex, responsible, and sensitive duties related to functioning as the personal secretary to a department head. Work involves a high degree of independent judgment requiring a thorough knowledge of department programs, procedures and policies, and the ability to choose among a number of alternatives in determining procedures, interpreting policies, and performing a variety of assignments without instruction. Incumbents may provide lead supervision to a small number of subordinate clerical positions.

TYPICAL DUTIES *(Duties may include, but are not limited to, the following)*:

- Types various departmental materials from meetings, drafts, and/or machine dictation.
- Answers telephone and in-person inquiries for the Department Director and staff; interprets City policies, procedures, and regulations; exercises discretion in determining the nature of inquiries and how they may be most appropriately expedited.
- Coordinates appointments and itineraries for the Department Director and management staff.
- Makes logistical arrangements for committees and other meetings; notifies all participants; coordinates the production and distribution of agenda packets.
- Independently composes and types correspondence and reports relative to routine departmental business.
- Takes notes of open meetings as required; prepares and types final minutes of meetings.
- Manages filing systems for various department records including personnel, legal, and technical materials; maintains the security of confidential files as required.
- Prepares, processes, and maintains all personnel and payroll records for department staff.
- Orders, issues and maintains departmental supplies and equipment; maintains inventory controls.

- Organizes, assigns, and reviews the work of other department clerical staff as assigned.
- Assists in preparing the departmental budget and controlling expenditures; coordinates the processing of purchasing documents.
- Responds to inquiries of a complex and technical nature requiring personal discretion and some familiarity with the subject matter.
- May prepare administrative reports by researching, assembling, and summarizing information and data.

MINIMUM-QUALIFICATIONS

Knowledge, Skills and Abilities

Working knowledge of:

- standard office procedures, practices, and equipment;
- proper grammar, spelling, punctuation and business correspondence format; and
- basic proficiency in using the internet and Microsoft Office software, including Outlook, Word, and Excel.

Skills to:

- type 55 words per minute or better;
- effectively compose correspondence, assemble routine administrative reports, and edit the work of others; and
- effectively develop and coordinate office systems, arrange meetings and itineraries, and to work under pressure to meet deadlines.

Demonstrated ability to:

- effectively organize, direct and review the work of other clerical staff;
- take and transcribe comprehensive minutes and other notes during meetings or from recorded dictation which involve technical information and terminology;
- maintain confidentiality of sensitive information;
- communicate clearly and concisely, orally and in writing;
- establish and maintain effective working relations with City staff, City officials, outside agencies, and the public;
- interpret and apply administrative and departmental policies and procedures;
- understand and carry out oral and written directions;
- work independently in the absence of specific instruction;
- analyze situations appropriately and adopt effective courses of action;
- operate desktop and laptop computers; and
- learn Access and PowerPoint.

City of Santa Cruz
Administrative Assistant III

Education and Experience

Any combination of education and experience that provides the skills, knowledge and abilities required is qualifying. A typical way to obtain these qualifications would be

- High school graduation or tested equivalent and four years of increasingly responsible clerical experience;

or

- Successful completion of two years of college-level course work (60 semester units) in Business or Public Administration or a directly related field and two years of responsible general office experience.

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