



**CITY OF SANTA CRUZ
ADMINISTRATIVE ASSISTANT I/II**

Reports to: Management, supervisory or higher level clerical positions
Supervises: Non-Supervisory
Bargaining Unit: Service

BASIC FUNCTION

Under general supervision, performs a variety of clerical and administrative duties related to the function and/or department to which assigned, including typing, filing, record-keeping, general reception, and customer service.

DISTINGUISHING CHARACTERISTICS

Administrative Assistant I: This is the entry-level class in the Administrative Assistant series. Initially under close supervision, incumbents with basic clerical experience perform basic administrative and office support duties. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Eventually, positions will attain a level of experience to receive only occasional instruction or assistance as new or unusual situations arise and where they are fully aware of the operating procedures and policies of the work unit. This class is alternately staffed with the Administrative Assistant II and incumbents may advance to the higher-level class after gaining the knowledge, skills, and experience that meet the qualifications for and by demonstrating the ability to perform the work of the higher-level class.

Administrative Assistant II: This is the full journey-level class in the office support series. Incumbents at this level are capable of performing the full range of advanced clerical and office support duties. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Administrative Assistant III in that the latter performs more advanced technical and specialized administrative support duties requiring additional training and/or experience, including functioning as personal administrative assistant to a department head and may provide lead supervision to lower-level office support positions.

TYPICAL DUTIES *(May include, but are not limited to, those duties listed below.)*

- Performs a wide variety of clerical duties to support departmental or divisional operations, including filing, preparing records and monthly reports, creating project and department

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files, updating department websites, and preparing and processing purchase order and accounts payable.

- Composes, types, formats, proofreads, and processes a variety of documents, including letters, memos, agendas, reports, statistical charts, and forms from rough drafts, recordings or verbal instructions; checks drafts for punctuation, spelling, and grammar and suggests corrections.
- Performs reception and customer service duties; answers telephone and in-person inquiries; provides information on departmental policies and procedures; resolves problems related to assigned responsibilities; refers callers to appropriate staff as necessary.
- Maintains and updates departmental record systems and specialized databases; enters and updates information with departmental activity, purchase order requests, budget and account information, and report summaries; retrieves information from systems and specialized databases as required.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and divisional policies and procedures in determining completeness of applications, records, and files.
- Compiles information and data for basic administrative and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Issues, receives and processes various applications, orders, permits, contracts, and other forms.
- Accepts payment of fees; processes claims and invoices; creates purchase orders; and processes petty cash reimbursements; may prepare bank deposits and maintain accounting spreadsheets.
- Receives, sorts, and distributes incoming and interdepartmental mail and correspondence; prepares and distributes outgoing mail.
- Operates standard office equipment, including job-related computer hardware and software applications, fax machine, scanner, printers, copiers, calculators, and telephones; may operate other department-specific equipment; may place equipment maintenance calls.
- Provide staff support to assigned committees, commissions, and boards; copies and distributes agenda packets; maintains distribution and contact lists; sets up meeting site;, takes notes at meetings; prepares action agendas and final minutes, as assigned.
- Schedules department facilities; arranges for necessary set-up, materials, and equipment to be available at meetings, as necessary.
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials; prepares requests for payment for management approval.
- Gathers, assembles, updates, and distributes a variety of department or City specific information, forms, records, and data as requested.
- Maintains departmental records, including Personnel Action Forms (PAFs), training documents, and evaluation forms.
- Assists with facility security tasks, including issuing and tracking identification cards, gate cards, key cards, and/or keys and maintaining sign in records.
- Performs other general clerical duties related to assigned functional area or department.

MINIMUM QUALIFICATIONS

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Administrative Assistant I/II

Administrative Assistant I

Knowledge:

- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles and practices of data collection and report preparation.
- Proper grammar, spelling, punctuation, and business correspondence formatting.
- Filing and record-keeping systems.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Skills:

- Typing skill of 45 w.p.m.

Abilities:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn the organization, procedures and operating details of the City department to which assigned.
- Learn and apply administrative and departmental policies and procedures.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make routine mathematical computations accurately.
- Perform responsible administrative and clerical support work with accuracy, speed, and minimal supervision.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Use computers for word processing, information storage and retrieval.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Communicate information clearly and concisely.
- Establish and maintain effective working relations with City staff, outside agencies and the general public.
- For positions assigned to the Police Department, successfully pass a law enforcement background investigation.

Administrative Assistant II (*in addition to the qualifications for the Administrative Assistant I*)

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Knowledge

- Departmental practices and procedures and applicable City policies.

Abilities

- Perform responsible office and clerical support work with accuracy, speed, and general supervision.
- Apply administrative and departmental policies and procedures.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

EDUCATION AND EXPERIENCE

Any combination of education and experience that provides the above knowledge, skills, and abilities combined with any required licenses is qualifying\ . A typical way to obtain the required qualifications is to possess the equivalent of the following:

Administrative Assistant I

- High school graduation or tested equivalent; and
- One (1) year of general clerical experience including some basic computer use.

Administrative Assistant II

- High school graduation or tested equivalent; and
- Two (2) years of general clerical experience, including one (1) year of experience comparable to that of the City's Administrative Assistant I.

LICENSES:

- Some positions in this class may be required to possess, upon hire, and maintain a valid California driver's license and a safe driving record; or to provide an alternative means of transportation as approved by the appointing authority.

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Career Ladder

- Office Supervisor
- Administrative Assistant III
- *Administrative Assistant I/II*