

**CITY OF GLENDORA  
ADMINISTRATIVE ASSISTANT**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**DEFINITION**

Under direction, performs a variety of difficult and complex secretarial and administrative tasks in support of a City department; participates in technical and programmatic work characteristic of the department; performs related duties as required.

**CLASS CHARACTERISTICS**

The Administrative Assistant class reports directly to a Department Head. Administrative Assistants are responsible for performing confidential and complex secretarial responsibilities and administrative tasks in support of department activity requiring the use of discretion and independent judgment and have the responsibility for attending, taking, and transcribing minutes of commission/committee meetings and agenda preparation. Positions assigned to this classification also perform routine technical and programmatic work in support of departmental operations.

**ESSENTIAL JOB FUNCTIONS**

*These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.*

1. Provides direct secretarial support to a department head and other staff members as required; maintains calendar of appointments; receives visitors, ascertains reason for visit and notifies appropriate party; prepares correspondence often working from notes or directions as to objective to be achieved; reviews incoming correspondence and routes in accordance with standard procedures; may take shorthand or transcribe dictation on a regular basis. (a b c d e f g h i j k l m o q r)
2. Responds to inquiries from the public and City staff regarding departmental programs, procedures, activities, and other matters that require an in-depth knowledge of the department. (a c d f g h j q)
3. Establishes and/or maintains files on departmental activities; researches files to obtain information requested by departmental staff or necessary to the preparation of reports or conduct of other office business. (b d f h i j l n q r)
4. Handles administrative tasks associated with departmental programs and special projects; establishes and carries out record keeping procedures; develops or obtains forms and documents; interfaces with other City staff and outside agencies in obtaining information and coordinating activities; maintains personnel files and

training records, and types performance evaluations and disciplinary actions. (a b c d f g h i j k l n o r)

5. May prepare agenda, attend, take and transcribe minutes of commission/committee meetings; types staff reports; may prepare agenda packets and distribute to appropriate staff and commission/committee; may attend and take minutes at staff and other meetings where matters handled by the assigned department are being discussed; may schedule and advertise public hearings according to prescribed regulations. (a d f h i j k l m o q r)
6. May maintain department expense journals, posting expenditures and receipts; assists in monitoring expenses and/or revenues relative to budget, and in budget preparation; may prepare invoices for payment or for services rendered; may handle petty cash. (a b d f h i j k l n q r s)
7. May assume responsibility for departmental activity registration including through mail in, walk in, and online registration processes; may assume responsibility for facility rentals at assigned facilities; may serve as liaison with software vendor to resolve system problems; (a b c d e f g h l j k l n p r)
8. Performs a variety of clerical tasks including typing, proofreading, filing, editing, office machine operation, and/or use of various office applications; sorts, files, prepares, and/or processes a variety of documents and records, including time sheets, personnel and purchasing forms, and claim vouchers according to established procedures; makes travel and meeting arrangements. (a b d f h i j k l n o q r s)
9. Assists the Department Head with a variety of administrative tasks using discretion and independent judgment in accordance with general direction; conducts research and provides recommendations regarding project activity. (a b c d f g h i j k l n o r)
10. Performs technical and programmatic duties in support of specific areas of assignment. (a b c d e f g h i j k l n o q r s)
11. May direct others in the performance of related tasks; coordinates work assignments; may supervise, train and evaluate subordinates; provides temporary and vacation relief for other staff as necessary. (a b h i j p)
12. May perform notary public functions. (a b c g h j n q)

### REQUISITE ABILITIES

*The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

- a. Communicate clearly and concisely, both orally and in writing.
- b. Keep accurate records.

- c. Analyze situations carefully and adopt effective courses of action.
- d. Understand the operation of the City, assigned department and outside agencies.
- e. Compose correspondence independently.
- f. Communicate effectively with a variety of personnel and establish/maintain effective working relationships.
- g. Explain and apply policies and procedures.
- h. Interpret and apply rules, regulations, legislation and policies.
- i. Understand and follow verbal and written directions.
- j. Work independently.
- k. Type and/or enter data accurately.
- l. Operate a computer and use a variety of computer software.
- m. May take dictation or transcribe from a dictating machine.
- n. Compile and maintain complex records and files.
- o. Edit documents for correct English grammar, punctuation, and spelling.
- p. Supervise, train and evaluate subordinates.
- q. Maintain confidentiality of records and information.
- r. Apply modern office practices and use office equipment.
- s. Perform mathematical calculations.

#### MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

#### QUALIFICATIONS GUIDELINES

Education and/or Experience *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Graduation from high school or equivalent including or supplemented by coursework in office procedures, typing, shorthand, filing and records management and four years of experience in secretarial work.

### Knowledge and Skill Levels

Considerable knowledge of related secretarial and general office methods and techniques including office equipment operation; fiscal record keeping; records processing and maintenance procedures and systems; preparation of complicated documents requiring specialized and/or statistical typing; basic principles of supervision and training; work scheduling and coordination practices. Working knowledge of the basic functions and organization of City government; departmental and program related policies, procedures, and processes. Skill in the operation of a variety of office equipment including personal computers and standard office applications; ability to type or enter data at 60 net wpm; may be required to take dictation and/or transcribe from notes or a dictaphone machine at an acceptable rate for adequate job performance.

### Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record, may be required for some assignments.

Possession of or ability to obtain Notary Public may be required for some assignments.

Some positions may be required to attend night meetings.

## PHYSICAL DEMANDS AND WORKING ENVIRONMENT

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with a variety of City staff and others. At least minimal environmental controls are in place to assure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.