

ADMINISTRATIVE ASSISTANT I/II/III**SALARY RANGE****\$22.647 - \$37.021 Hourly****\$3,925.46 - \$6,417.03 Monthly****\$47,105.54 - \$77,004.41 Annually****DEFINITION**

Under direct or general supervision, performs a variety of routine to complex office administrative, secretarial, and clerical duties in support of SBCAG operations, including document preparation, records management, and data entry; provides general clerical support throughout the organization; interacts frequently with the public and provides information or directs questions and requests to the appropriate staff; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff. May provide technical training and assistance to lower-level staff.

CLASS CHARACTERISTICS

Administrative Assistant I: This is the entry-level class in the administrative series. Initially under close supervision, incumbents with basic office support experience perform work such as document preparation, file maintenance, data entry, answering and screening phone calls, visitors, and mail, and directing questions to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually perform most of the duties required of the positions at the II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. 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. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Administrative Assistant II: This is the first experienced-level class in the administrative series. Incumbents at this level are capable of performing the full range of administrative and office support duties, including document preparation, records management, researching, compiling, and organizing information from various sources, answering and screening phone calls, visitors, and mail, and directing questions to the appropriate staff. Positions at this level are distinguished from the Administrative Assistant I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. 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 specialized and technical tasks requiring additional training and/or experience including a higher degree of accuracy, consistency, and confidentiality and may provide technical and functional supervision to lower-level office support staff, if applicable.

Administrative Assistant III: This is the fully experienced-level class in the administrative series with demonstrated ability to fulfill duties with a high degree of accuracy, consistency and confidentiality with minimal supervision. Incumbents perform a wide variety of specialized technical and administrative support work for various SBCAG departments. Responsibilities include performing specialized and technical office support duties for the organization to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as a knowledge of departmental and SBCAG activities. The work requires the interpretation and application of policies, procedures, and regulations, familiarity with SBCAG member agencies, and involves frequent contact with the public, as well as performing various research and support functions, and providing technical and functional supervision to lower-level staff.

Positions in the Administrative Assistant class series are flexibly staffed and positions at the II level are normally filled by advancement from the "I" level after gaining the knowledge, skill, and experience that meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. Similarly, positions at the III level are normally filled by advancement from the II after gaining the knowledge, skill, and experience that meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the employee is required to have prior related experience that allows the employee to meet the qualification standards for the II or III level.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a wide variety of routine to complex administrative and clerical duties to support SBCAG operations, including filing, preparing records and monthly reports, accounts payable, cashiering duties, and ordering and maintaining office and other related supplies.
- Answers and screens calls, visitors, and mail; responds to complaints and requests for information.
- Represents SBCAG to all callers and visitors in a professional and customer friendly manner.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area.
- Gathers, reviews timesheets for accuracy and completeness and submits for approval; enters payroll information for processing.
- Organizes and maintains various administrative, reference, imaging, and follow-up files in accordance with the records retention policy.
- Receives and enters invoices, vouchers and claims for processing and forwards for review and approval.
- Checks and tabulates standard mathematical or statistical data; may summarize such information and prepare periodic reports.
- Maintains accounts payable files, central files, employee and benefit files and maintains with established records retention schedules.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Types, originates, formats, proofreads, and distributes a wide variety of reports, letters, and memoranda, including agenda items, bid documents, regulatory submittals, and documents associated with departmental projects; types from rough drafts, verbal instructions, or transcription machine recordings; checks drafts for punctuation, spelling, and grammar;

- makes or suggests corrections to drafts.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of databases and reports.
- Maintains calendars of activities, meetings, and various events; arranges meetings and makes appointments; provides support to committees such as preparing agendas, materials, and minutes.
- Assists with recruitment and selection procedures including preparation of advertisements, receiving and tracking applications for employment and reviewing for completeness; maintains records of applications received, schedules interviews and assembles testing and interviewing materials.
- Assists with the new employee orientation process.
- Assists with the annual benefit open enrollment processes in distributing and collecting benefit information and forms.
- Receives, opens, time stamps, sorts, and distributes incoming mail; prepares and distributes outgoing mail.
- Makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- Coordinates special projects as assigned.
- Operates standard office equipment, including job-related computer hardware and software applications; provides assistance to SBCAG staff with MS Office software support.
- Maintains accurate records of work performed.
- May participate and assist in the administration of the assigned office; may organize and coordinate activities associated with the office; may recommend organizational or procedural changes affecting support activities.
- May coordinate community outreach and event details, under the direction of assigned management staff.
- Provides training to lower-level and new staff as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and function of public agencies, including the role of appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes, and procedures related to SBCAG.
- Modern office administrative and secretarial practices and procedures, including the use of a computer and standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Business mathematics and basic statistical techniques.
- Recordkeeping principles and procedures.
- Computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and SBCAG staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of SBCAG and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply, and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Understand and follow oral and written instructions.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and promote effective working relationships with those contacted in the course of work.

Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Administrative Assistant I: No previous experience is required.

Administrative Assistant II: At least two years of experience equivalent to Administrative Assistant I with SBCAG.

Administrative Assistant III: At least four years of varied and complex administrative support experience or two years of experience equivalent to Administrative Assistant II with SBCAG.

Education/Training:

Administrative Assistant I/II/III: Equivalent to the completion of the 12th grade, supplemented by specialized training in business or secretarial science.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and

speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing SBCAG policies and procedures.