



**CLASS SPECIFICATION
Administrative Assistant**

CLASS SERIES	BAND/GRADE/SUBGRADE	FLSA STATUS
Administrative	A11	NE

CLASS SUMMARY:

This class is the first level in a two-level series. Incumbents perform basic, recurring routine functions such as reception, mail handling, filing, data entry, facility/room/event scheduling, typing, and general customer service.

DISTINGUISHING CHARACTERISTICS:

Employees in this classification follow well-defined policies and procedures that can be learned readily through on-the-job training. After employees become familiar with procedures, they may work with some independence. This job class requires the use of tact, courtesy and discretion in communications and customer service.

ESSENTIAL DUTIES:

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

- Provides administrative support to assigned management staff.
- Prepares, proofreads, duplicates and files a wide variety of documents and correspondence, including confidential information.
- Performs reception activities such as answering and transferring incoming phone calls, taking messages, greeting visitors and giving directions to the public; may operate a central PABX telephone system.
- Assists with sorting and distributing incoming mail.
- Assists in office supply ordering, inventory and reconciling deliveries to receipts.
- Assists in a variety of functions such as mailing and publication of newsletters, maintaining mailing lists and establishing/maintaining a filing and retrieval system.
- Performs other duties of a similar nature and level as assigned.

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to **Administrative Assistant/Receptionist (Customer Service)** may also be responsible for:

- Providing main receptionist function for City, including answering and directing all incoming calls, and greeting all incoming/outgoing visitors;
- Reviewing all area media for city-related news, clipping and scanning articles, and maintaining historic scrap books;
- Routing of all City incoming mail; reviewing and distributing department's mail
- Scanning, reviewing for quality control, and attaching Development Services related documents in the permitting software and LaserFiche;



CLASS SPECIFICATION Administrative Assistant

- Preparing and posting department related items on the City's website, including permit applications, weekly garage sale list, special events, etc.; and
- Tracking and maintaining Customer Service related statistical data and reports as applicable to department metrics.

Positions assigned to **Administrative Assistant (City Clerk's)** may also be responsible for:

- Under direction, provide resources to staff citywide on records management policy, procedures, and legal requirements; ensure departments stay current with records management; schedule and monitor in-house and contracted scanning service.
- Assist with responses to public record requests.

Positions assigned to **Office Assistant (Animal Control/Code Compliance)** may also be responsible for:

- Providing main receptionist function for Code Compliance/Animal Control counter, including answering and directing all incoming calls, messages, and assisting all visitors;
- Taking complaints, initiating cases in computer database, assigning to officers for inspection, and dispatching officers to "in progress" issues;
- Providing general clerical support to Code Compliance/Animal Control Division, such as maintaining records, coordinating inspections with the officers, and familiarization with the Municipal Code;
- Administering weed abatement program, including sending out notices, obtaining contractor bids, receiving authorization to process abatement, billing owners, and processing payments;
- Processing citations and all related administrative tasks; and
- Maintaining the lost and found logs and issuing animal traps to residents.

Positions assigned to **Administrative Assistant/Office Assistant (Design & Development)** may also be responsible for:

- Providing back-up receptionist function for City, including answering and directing all incoming calls, messages, greeting all incoming/outgoing visitors;
- Assisting the Customer Center with the preparation, processing, and routing of all related files and plans;
- Processing registrations, payments, and records requests requiring Building, Planning, Short Term Vacation Rental Program, and other relevant Development Services information;
- Tracking and maintaining Customer Services related statistical data and reports as applicable to department metrics;
- Managing all Building and Planning files, including filing, archiving, and destruction of such;
- Scanning, reviewing for quality control, and attaching Development Services related



CLASS SPECIFICATION
Administrative Assistant

- documents in the permitting software and LaserFiche;
- Preparing and posting department related items on the City’s website, including permit applications, weekly garage sale list, special events, etc.

Positions assigned to **Office Assistant (Wellness Center)** may also be responsible for:

- Providing referrals, which include: assessing needs, identifying appropriate resources, providing information on organizations to help inquirers make an informed choice, locating alternative resources, and /or performing other related activities in assigned area of responsibility;
- Assisting customers with program/membership registrations and facility rentals; maintaining class and volunteer attendance records; processing a variety of forms and/or paperwork related to assigned program area;
- Presenting information effectively in one-on-one and small group situations to customers, clients and other employees;
- Assisting with implementation of departmental policies and procedures involving program fees, custodial maintenance, program/facility rules, liability issues, registration, scheduling and record keeping; and
- Assisting with spectator and participant monitoring at facility events to ensure safety and orderly conduct and enforcing City policies, procedures, rules and regulations.

TRAINING AND EXPERIENCE:

High School Diploma or GED and some office or customer service experience. Or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATIONS:

Valid Class C California Driver’s License.

KNOWLEDGE OF:

- Modern office procedures and administrative support methods;
- Modern office equipment;
- Proper English usage, grammar and punctuation; and
- Reception techniques and communication skills.

SKILL IN:

- Customer service principles;
- Accurately proofreading, filing and word-processing;
- Operating a computer and relevant software applications;
- Operating modern office equipment; and



CLASS SPECIFICATION
Administrative Assistant

- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: walking, standing, fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

CLASS HISTORY INFORMATION:

Draft prepared by Fox Lawson & Associates, a Division of Gallagher Benefit Services (DT)(1/2014)
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