



Job Description for Administrative Support Series

Administrative Assistant I, Administrative Assistant II, Executive Assistant,
and **Sr. Executive Assistant**

Title: Administrative Assistant I

FLSA Status: Non-Exempt

Classification Pay Plan: AFSCME

Confidential Status: Non-Confidential

BRIEF DESCRIPTION:

This is the first level in the administrative support series. Incumbents may handle sensitive and confidential matters at all levels in this series. This classification requires knowledge of basic clerical functions, computer skills, data and document processing and customer service principles. Based upon assignment, incumbents may be responsible for providing first line customer service, composing routine correspondence, filing, faxing, scanning, copying, distributing mail, monitoring and ordering office supplies, reviewing invoices, data entry and other duties as assigned. Other duties may include completing related tasks as assigned.

#	LEVEL 1 – ESSENTIAL FUNCTIONS
	Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this classification.
1	Provides first line customer service to internal and external customers, greets, receives, screens and refers visitors and customers and operates a multi-line telephone; assists customers at a public counter and/or by telephone; provides general information; responds to routine-to-moderately difficult inquiries, requests or complaints from customers and the public; refers complex inquiries, requests or complaints to appropriate staff.
2	Composes routine correspondence and proofreads/edits documents; updates and maintains spreadsheets, databases, and reports. Tracks and logs data for the department, division, and or employees. Assists with reviewing invoices, purchase orders and requests for payments.
3	Picks up, sorts, copies and distributes a variety of correspondence, deliveries, and mail; opens, logs and routes office mail; stuffs, sorts and prepares outgoing mail and documents for pickup; retrieves, delivers and sends faxes.
4	Creates and maintains filing and record systems with a variety of subject matter to provide easy access to records and information. Provides retention of records as needed and/or requested, and assists with records requests as needed.
5	Maintains, monitors, and assists with supplies and inventories, which may include ordering, stocking, and distributing of supplies.
6	Makes appointments and maintains/coordinates calendars and meetings.
7	May provide guidance to seasonal and part time staff in regards to scheduling and training as requested.



Title: Administrative Assistant II

FLSA Status: Non-Exempt

Classification Pay Plan: AFSCME

Confidential Status: Non-Confidential

BRIEF DESCRIPTION:

This is the second level in the administrative support series. Incumbents may handle sensitive and confidential matters at all levels in this series. This class requires knowledge of clerical functions, computer skills, standard accounting functions, data and document processing, attention to detail, and customer service principles. Based upon assignment, incumbents may perform any/all of the duties of an Administrative Assistant I and in addition, incumbents may be responsible for more complex customer service, data entry and correspondence, compiling and preparing reports and research, indexing records, and performing general accounting functions. Incumbents may act as a functional or technical lead to other administrative staff. Other duties may include completing related tasks as assigned.

#	LEVEL 2 – ESSENTIAL FUNCTIONS
	<p>Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this classification.</p>
1	<p>Creates basic spreadsheets, reports, databases and presentations. Gathers and compiles data for reports. Interprets routine data, recognizes common irregularities and reports these to the supervisor. Verifies and audits to make sure data input in systems and databases is accurate and will review discrepancies as needed. Tracks the status of projects and documents in various databases, which may include tracking progress, expenses, contracts, warranties, invoices, purchase orders or requisitions.</p>
2	<p>Provides administrative support by monitoring expenditures and routinely tracking department/division/project budget(s). Assists with budget and fiscal activities by researching, auditing and obtaining data for budget development, running reports and queries of financial data, reconciliation of the budget, and monitoring expenditures.</p>
3	<p>Processes and reviews general financial, and/or purchasing functions and entries, which may include accounts payable, assisting with requisitions, service orders, invoices, purchase orders, check requests, pro-card reconciliations, maintaining and reconciling cash and deposits, and collecting money from customers.</p>
4	<p>Generates a variety of routine and non-routine documents, which may include: reports, flyers and/or marketing materials, templates, surveys, letters, memos, notices, forms, agendas, Council communications, schedules, and/or other related materials. Assists in preparing and putting together manuals and other resource documents. Issues, receives and types various applications, reimbursements, permits and forms.</p>
5	<p>Assists with special assignments, projects, meetings, and/or events through coordination and administration. Provides administrative training to staff as needed.</p>
6	<p>Maintains and sorts files and records, which may include scanning and indexing city records into an electronic management system. Assists with records retention and destruction.</p>



Title: Executive Assistant

FLSA Status: Non-Exempt

Classification Pay Plan: CONFIDENTIAL

Confidential Status: Confidential

BRIEF DESCRIPTION:

This is the third and journey level in the administrative support series. Executive Assistants support department directors, which distinguishes this classification from the Administrative Assistant II. Based upon assignment, incumbents may perform any/all of the duties of the preceding administrative support classifications and in addition perform the functions of this classification. An Executive Assistant uses initiative and discretion to respond to requests/complaints, while keeping higher level management fully aware of the situation. This position may interact with elected officials and may serve on administrative boards and commissions. This classification requires a high level of confidentiality of verbal and written information and knowledge of detailed department programs and related work that goes beyond established procedures. Incumbents may act as a functional or technical lead to other administrative staff. Other duties may include completing related tasks as assigned.

#	<p align="center">LEVEL 3 – ESSENTIAL FUNCTIONS</p> <p>Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this classification.</p>
1	Provides administrative support for executive management by scheduling appointments and maintaining the calendar; maintaining the department filing system; typing, printing, and distributing departmental correspondence, agendas and other materials, making travel arrangements, and coordinating meetings and events.
2	Answers questions, routine and non routine inquiries and requests for information by researching information, referring visitors to other departments, preparing responses, maintaining records, creating reports, and presentations. Acts as a liaison between manager(s) and/or director and customers. Regularly interacts with high-level officials internal and external to the City.
3	Assists in establishing office policies and procedures, or makes recommendations on policy changes. Acts as an informational source on organization policy and procedure.
4	Creates spreadsheets, reports and databases. Gathers and compiles data for reports. Interprets data, recognizes common irregularities and reports these to the supervisor.
5	Coordinates the preparation and submission of regularly scheduled information such as payroll, budgets, requisitions, service contracts and purchase orders, and grant applications, and may develop recommendations for policy and procedure changes, and assists with or coordinates special projects.
6	May determine methods and procedures on new assignments and may have lead responsibility over other non exempt personnel.



Title: Senior Executive Assistant

FLSA Status: Non-Exempt

Classification Pay Plan: CONFIDENTIAL

Confidential Status: Confidential

BRIEF DESCRIPTION:

This is the fourth and most advanced level in the administrative support series. Senior Executive Assistants report to the City Manager and/or Deputy City Manager(s), which distinguishes this classification from the Executive Assistant. Based upon assignment, incumbents may perform any/all of the duties of the preceding administrative support classifications and in addition perform the functions of this classification. A Senior Executive Assistant uses initiative and discretion to respond to requests/complaints and conveys information appropriately, while keeping the City Manager and/or Deputy City Manager(s) fully aware of situations. This position interacts with elected officials and may serve on administrative boards and commissions. This classification requires a high level of confidentiality of verbal and written information and knowledge of detailed city-wide programs and related work that goes beyond established procedures. Incumbents may act as a functional or technical lead to other staff. Other duties may include completing related tasks as assigned.

#	LEVEL 4 – ESSENTIAL FUNCTIONS
	Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this classification.
1	Performs a wide variety of complex and confidential administrative duties for the City Manager and Deputy City Manager(s); schedules and prioritizes appointments, coordinates travel schedules, conduct surveys; collects information on operational and administrative problems; prepares comprehensive reports or manuals; assists in the preparation of quarterly and annual reports, acts as a liaison for internal and external customers, and all city departments, including the Office of the Mayor and Council. This classification routinely coordinates with city-wide departments at all levels.
2	Represents and supports the City Managers Office to the public via telephone and personal contact; interacts with executive level management from public and private organizations and entities, department heads, City staff, and the general public.
3	Performs complex administrative duties with confidentiality by screening calls, visitors, and mail. Responds to sensitive requests for information, facilitates resolution to citizen concerns, interprets city policies and procedures, prepares a variety of confidential files; maintains Council Policies and City Administrative Procedures and Manuals, regulation manuals; establishes and maintains cooperative relationships with internal/external entities; prepares meeting agendas, and orders and maintains office supplies.
4	Performs budgetary and financial support by assisting the City Manager and Deputy City Manager(s) in the budget preparation and review process, researches vendors for cost effective purchases, completes procurement card reconciliations, prepares and assembles travel logs for executive staff, reviews and enters payroll data, and monitors audit report, coordinates the preparation of purchase orders, develops recommendation for policy and procedures changes, assists and coordinates a variety of special projects, and participates on various committees.



JOB REQUIREMENTS: For Administrative Assistant I and Administrative Assistant II

	Administrative Assistant I	Administrative Assistant II
Experience	1-2 years with doing comparable level 1 responsibilities. Moderate previous experience required in the same or similar previous positions. The job requires a good working knowledge of common and uncommon techniques, methods, practices, procedures, use of forms, routines, etc., of a moderate to complex nature.	2-4 years experience with doing comparable level 2 responsibilities. Considerable previous experience required in the same or similar previous positions. The job requires a sound knowledge of common and uncommon techniques, concepts, methods, practices, use of forms, routines, etc., of complex nature.
Education	High school graduation or equivalency.	High school graduation or equivalency.
Technical Skill	Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.	Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.
Physical Demands	Work requires light or low amount of physical exertion. The job requirements for manual dexterity or physical manipulation are limited. The need for physical stamina and endurance is of minimal or low significance. The degree of physical strain produced on the job is somewhat taxing, but does not usually produce fatigue and require periods of rest. Freedom of movement exists, and the job does not confine the employee to a prescribed body posture. Body movement usually involves sitting and intermittent walking.	Work requires light or low amount of physical exertion. The job requirements for manual dexterity or physical manipulation are limited. The need for physical stamina and endurance is of minimal or low significance. The degree of physical strain produced on the job is somewhat taxing, but does not usually produce fatigue and require periods of rest. Freedom of movement exists, and the job does not confine the employee to a prescribed body posture. Body movement usually involves sitting and intermittent walking.
Contacts	Contacts are necessary to perform the job as work involves internal and external contacts for the purpose of providing guidance, instruction or technical advice or for the purpose of explaining business matters by interpreting organizational policy. Improper handling would cause problems in relationships. Work involves occasional contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or an occasional requirement to communicate information that people do not want to hear or may find upsetting.	Contacts are necessary to perform the job as work involves internal and external contacts for the purpose of providing guidance, instruction or technical advice or for the purpose of explaining business matters by interpreting organizational policy. Improper handling would cause problems in relationships. Work involves occasional contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or an occasional requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.	May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.
Accountability	Decision/action situations have a moderate impact on the organization. Errors are usually detected after the fact and may result in significant interruption and delay in work output and may have a moderate impact on resources within a department. Errors may have an impact on other departments and external relationships.	Decision/action situations have a moderate impact on the organization. Errors are usually detected after the fact and may result in significant interruption and delay in work output and may have a moderate impact on resources within a department. Errors may have an impact on other departments and external relationships.
Environment	No adverse environmental conditions, pleasant surroundings.	No adverse environmental conditions, pleasant surroundings.
Safety	Work involves few, if any, duties that if incorrectly performed could present a safety risk to others.	Work involves few, if any, duties that if incorrectly performed could present a safety risk to others.



	Administrative Assistant I	Administrative Assistant II
Reading	Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & other requirements	Depending on assignment full Police Department background check, including polygraph may be required.	Depending on assignment full Police Department backgrounds check, including polygraph may be required.



JOB REQUIREMENTS: For Executive Assistant and Sr. Executive Assistant

	Executive Assistant	Sr. Executive Assistant
Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Over three years up to and including five years experience with comparable responsibilities.	Over three years up to and including five years experience with comparable responsibilities.
Supervision	Job has no responsibility for the supervision of others.	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.	The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Work requires the use of standard technical skills appropriate to the work environment of the organization.	Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures	Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures
Reading	Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certifications & other requirements	Depending on assignment full Police Department background check, including polygraph may be required.	Valid driver's license.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “S”-



Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work site, observing work duties, communicating with co-workers
Sitting	F	Desk work, meetings, driving
Walking	O	To other departments/offices, around work site
Lifting	O	Supplies, files
Carrying	F	Supplies, files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	O	For supplies, for files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	O	Stairs, step stools
Balancing	R	On step stools
Vision	C	Reading, computer screen, driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	Driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Standard Office Equipment, Microsoft Office, Adobe Acrobat. May use additional software as required by department.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never
-Health and Safety Factors-						-Environmental Factors-				
Mechanical Hazards			N			Respiratory Hazards			N	
Chemical Hazards			N			Extreme Temperatures			N	
Electrical Hazards			N			Noise and Vibration			N	
Fire Hazards			N			Wetness/Humidity			N	
Explosives			N			Physical Hazards			N	
Communicable Diseases			N							
Physical Danger or Abuse			N							
Other										

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			F
Emergency Situation			R
Frequent Change of Tasks			F
Irregular Work Schedule/Overtime			R
Performing Multiple Tasks Simultaneously			F
Working Closely with Others as Part of a Team			F
Tedious or Exacting Work			F
Noisy/Distracting Environment			R
Other			

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			