

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: ADMINISTRATIVE ASSISTANT**  
**DEPARTMENT: COMMUNITY DEVELOPMENT**  
**REPORTS TO: CODE ADMINISTRATOR**

**JOB CODE: 5104C**  
**DATE: 2/08**

**JOB SUMMARY:**

Serves as Administrative Assistant to Department or Division Head performing important administrative work involving the operations of the department. Assists with administrative details by composing correspondence on own initiative, scheduling meetings and appointments, responding to requests for information, and resolving problems and complaints. Works with both confidential and sensitive information. Prepares graphs and charts; maintains files. Acts as Clerk to Division related Boards and Committees.

**ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

Composes correspondence on own initiative or under general direction to expedite the processing and completion of work; receives, reviews, and screens correspondence.

Schedules and confirms appointments, meetings, or reservations; maintains appointment calendar to ensure effective time management.

Interacts with staff, elected officials, and the general public in person or by telephone in order to respond to inquiries, receive complaints, and resolve problems. Coordinates responses from and with other Departments or Divisions.

Answers and directs incoming division telephone calls; greets visitors and escorts or directs them to appropriate people or areas.

Handles confidential or sensitive information requiring the use of discretion and tact.

Produces accounts receivable invoices through the City's accounting system.

Processes division mail; opens, sorts, and distributes mail to appropriate parties; responds to mail as appropriate.

Updates and maintains division Web site including Board and Committee meeting dates, agendas, and minutes; food service, health and hazard bulletins and advisories; and Divisional fees, forms and applications.

Works with financial section to reconcile discrepancies; monitors monthly expenditures.

Maintains time and attendance records; processes payroll.

Supervises use of the City's Project Tracking software program and database, including assigning access and access levels, data entry, troubleshooting and training. Coordinates distribution and input of other Departments and Divisions. Coordinates permitting and Certificates of Occupancy

Enters and retrieves technical information from a computer in order to perform research, update records, process transactions, or respond to requests for information.

Compiles and verifies information for further processing or to prepare financial, budgetary, or statistical reports. Manages and processes significant revenue intake.

Performs a variety of personnel-related tasks for the department, including maintaining personnel roster and files, processing vacant positions, maintaining records, setting up pre-employment physical, processing new-hire papers, and serving as a liaison between individual employees and personnel, finance and IT offices.

Initiates Worker's Compensation claims; types reports and files with appropriate agency or office; makes follow-up telephone calls to ensure completed forms have been received and filed; completes supplemental reports on the status of report subjects.

Acts as Clerk to the City's Zoning Board of Adjustment, Building Board of Appeals, Code Review Committee and Demolition Review Committee. Prepares notices and minutes of meetings, and prepares Certified Records of applicable City files for use in Superior and Supreme Court Cases.

Performs a variety of administrative tasks associated with the operation of the department, including ordering supplies and equipment for the office by preparing requisitions and purchase orders, and interacting with vendors regarding specifications and availability of supplies and equipment.

Prints and mails permits; prepares Certificates of Occupancy.

Assists the general public and contractor with the completion of applications. Reviews and confirms fee calculations. Collects Divisional fees and impact fees.

Assists in preparation of annual operating budget; monitors monthly expenditures; works with financial section to reconcile discrepancies; maintains cash fund, makes deposits. Prepares Division fee adjustments.

Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion. Assigns work to and trains other administrative staff.

Attends meetings on behalf of department staff; may take and transcribe minutes of meeting.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal	Typewriter	Copier
General Office Equipment	Calculator	Adding Machine
Multi-line Telephone		

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:** (Depending on area of assignment)

High School degree or equivalent and,

Four years of progressively responsible clerical experience, at least one year of which included experience performing administrative clerical work including interaction with high level officials and managers; or, any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:** (Depending on area of assignment)

Justice of the Peace.

Notary Public.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Administrative policies and procedures related to the area of assignment.

Technical terminology appropriate to the area of assignment, such as legal or financial terminology.

Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.

Computers, including standardized and specialized software programs.

Techniques of effective time management.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Basic budgetary principles and practices.

Record keeping, report preparation, filing methods, and records management techniques.

**Skills in:**

Communicating clearly and effectively with others, orally and in writing.

Dealing courteously and diplomatically with the general public.

Typing complex documents containing numeric information or technical terminology at 60 wpm.

Using computers to enter and retrieve information.

Operating general office equipment.

Compiling, composing, and maintaining reports.

Understanding and carrying out complex written and oral instructions.

**Mental and Physical Abilities to:**

Handle situations in which others may be angry or argumentative.

Establish and maintain effective working relationships with others.

Attend night meetings or hearings when required.

Perform duties while sitting at a desk or table or while intermittently sitting, standing, or stooping.

The employee occasionally lifts light objects.

**Working Conditions:**

Work is performed in an office and in meeting and public forums.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.