

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: ADMINISTRATIVE ASSISTANT**  
**DEPARTMENT: COMMUNITY DEVELOPMENT**  
**REPORTS TO: DEPUTY CITY MANAGER DEVELOPMENT**

**JOB CODE: 5104**  
**DATE: 11/12**

**JOB SUMMARY:**

Performs important administrative work involving operations of the department. Uses independent discretion and judgment in coordinating the administrative operations of the department. Relieves Division and Department Heads of administrative details by composing correspondence on own initiative, scheduling appointments and meetings, responding to requests for information and assistance, resolving problems and complaints, and handling telephone calls. Handles confidential and/or sensitive information requiring the use of discretion and tact.

**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 addressed to Department Head.

Schedules and confirms appointments, meetings, or reservations, and maintains Department Head's appointment calendar to ensure effective time management. Prepares items for scheduled meetings in advance.

Interacts with staff from other departments, elected officials, and the general public in order to respond to inquiries, exchange information, receive complaints, resolve problems, and efficiently accomplish goals and objectives.

Facilitates the exchange of information between the Department Head and division heads and staff.

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 departmental Web site.

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

Maintains time and attendance records; processes payroll.

Oversees Project Tracking database, including data entry, troubleshooting, and training.

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.

Maintains Community Development Block Grant and Revolving Loan Fund ledgers, administers accounts payable/receivable, coordinates with pertinent City/consultant personnel, and serves as intake administrator for loan applications.

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 liaison between individual employees and personnel.

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.

Performs a variety of general clerical and clerical 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.

Coordinates and prepares letters, reports, charts, and other documents requiring special formatting or containing complex terminology, such as insurance documents, lease agreements, contracts, and other similar legal documents.

Assists the general public and contractors with the completion of applications and the calculation of fees.

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

Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion.

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, advanced class work in administrative assistant, secretarial, bookkeeping. 3 - 5 years of progressively responsible administrative experience which includes 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.

Computer database, spreadsheets, word processing and Web content, presentation and management.

Techniques of effective time management.

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

Budgetary principles and practices.

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

**Skill in:**

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

Using tact, discretion, initiative, and independent judgment within established guidelines.

Dealing courteously and diplomatically with various levels of staff and the general public.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks and to understand, interpret, and communicate complicated policies, procedures, and protocols.

Typing complex documents containing numeric information or technical terminology.

Using computers to create and manage files, records, spreadsheets, and databases and 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.

Administrative Assistant  
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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.