

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: ADMINISTRATIVE ASSISTANT
DEPARTMENT: FINANCE
REPORTS TO: CONTROLLER

JOB CODE:
DATE: 3/08

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. Serves as administrative assistant to the Division and Department Heads.

ESSENTIAL JOB FUNCTIONS:

Types memoranda, letters, minutes, and reports in final form from computer drafts, handwritten notes, and tapes.

Prepares Council and Council Committee agenda items in final form; tracks items for follow-up and maintains monthly agenda book.

Works closely with City Manager's Office in the coordination and final production of the annual budget.

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.

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.

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.

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

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

Maintains department Web page.

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.

Responsible for coordinating the reporting of all property in order to ensure appropriate insurance coverage; maintains current insurance schedules.

Works closely with other departments and the city's insurance carrier in the reporting of all property and liability claims by typing reports and claim notices and filing with carrier; follows up on claim status until resolved.

Interacts with the general public in receipt of complaints and claims and to resolve problems and claims.

Maintains computer database and completes reports on status and benchmarking of claims history.

Serves on Joint Loss Management Committee.

Processes departmental mail; opens, sorts, and distributes to appropriate individual or develops a response as appropriate.

Answers department telephone lines; forwards calls as appropriate.

Maintains time and attendance records for division.

Performs a variety of administrative and clerical 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.

Performs a variety of personnel-related tasks for the division, including processing personnel roster and files and filling vacant positions.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
General Office Equipment
Multi-line Telephone

Typewriter
Calculator
Tape Transcriber

Copier
Adding Machine
Fax Machine

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school degree or equivalent and,

Advanced class work in administrative assistant, secretarial, bookkeeping, insurance claims management.

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:

None

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative policies and procedures related to the administration of the department.

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

Budgetary principles and practices.

Technical financial terminology.

Modern office methods, procedures, and equipment.

Business letter writing and standard clerical techniques.

Word processors or computers.

Techniques of effective time management.

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

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

Skill in:

Communicating 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.

Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.

Write reports, correspondence, and procedure manuals.

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

Working Conditions:

Work is performed in an office.