

## ADMINISTRATIVE ASSISTANT

### DEFINITION

Under general supervision, provides office and administrative support to the Executive Director and CCOG staff; prepares, maintains, and processes accounts payable, accounts receivable, and payroll related records and transactions; assists the public and partnering agencies by providing information or directing information requests to appropriate staff; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Executive Director.

### CLASS CHARACTERISTICS

This is journey-level class that performs a variety of office and administrative support work for CCOG. Responsibilities include performing office and administrative support duties to ensure efficient service provision of CCOG. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of CCOG programs, projects, and activities. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research and budgetary support functions. This class is distinguished from the Administrative Services Officer in that the latter provides higher-level administrative, analytical, and programmatic support to finance, human resources, and transportation planning programs and projects.

### EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

*Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Relieves the Executive Director and Administrative Services Officer of a variety of office and administrative details by assisting with duties of a varied, complex, confidential, and sensitive nature; organizes and carries out administrative assignments, including researching, compiling, and organizing information and data from various sources on specialized topics related to CCOG programs and activities; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Coordinates the office administrative functions of CCOG and ensures they are effectively carried out; attends to a variety of office administrative details, such as keeping informed of CCOG activities, updating the website, maintaining the library, purchasing supplies, and arranging for purchase and maintenance of office equipment.
- Screens calls, visitors, and incoming mail; provides information or refers information requests to the appropriate staff; interprets and applies regulations, policies, procedures, and precedents according to existing guidelines; coordinates or resolves problems of a moderate nature when appropriate.
- Maintains and implements CCOG's records management program; reviews and ensures legal compliance with retention schedules for CCOG records; ensures compliance with the Public Records Act, the Freedom of Information Act, and the Brown Act; reviews and monitors legal requests for records.

- Acts as Secretary to assigned CCOG committees, including the Technical Advisory Committee (TAC); coordinates and schedules meetings if necessary; prepares meeting agendas and gathers background information for agenda items; assembles and distributes agenda packets, meeting records, and all enclosures for mailings; attends meetings and takes minutes; may transcribe minutes; prepares, publishes, distributes, and posts legal and informational notices on behalf of CCOG; follows up to ensure notification and completion of agenda action items..
- Processes accounts payable and accounts receivable records and financial transactions; prepares claim forms and assigns appropriate accounts; ensures accuracy of documents; submits checks and completed claim forms with documentation for processing; maintains financial records.
- Participates in the development of the annual budget, including assisting in researching previous year's expenditures and developing spreadsheets to track past, current, and projected budgets.
- Develops, composes, types, edits, and proofreads a variety of complex documents for the Executive Director and staff.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies CCOG and program policies and procedures in determining completeness of applications, records, and files.
- Designs and implements file, index, tracking, and record-keeping systems.
- Maintains calendars and makes meeting arrangements; schedules meetings between CCOG staff, Council members, and other groups or organizations; arranges for necessary set-up and materials to be available at meetings; may coordinate travel arrangements and accommodations.
- Assists with or administers assigned CCOG projects and/or programs; provides assistance to staff in various research-related projects.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Principles, practices, and procedures related to public agency record keeping, including legal requirements for recording, retention, storage, and disclosure.
- Organization and function of public agencies, including the role of an elected and appointed councils, boards, and commissions.
- Terminology and practices of financial and accounting document processing and record keeping, including accounts payable and accounts receivable.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing CCOG in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and with the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and CCOG staff.

**Ability to:**

- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Perform detailed accounting and financial office support work accurately and in a timely manner.
- Understand the organization and operation of CCOG and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Compose correspondence and reports independently or from brief instructions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of twelfth (12<sup>th</sup>) grade and five (5) years of responsible secretarial experience.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; and to attend meetings and to visit various sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

May be required to work a varied schedule of hours, which may include evenings, weekends, and holidays.