



Senior Administrative Secretary

Purpose of the role:

Under direction, performs a full range of varied complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, division, and/or department with only occasional instruction or assistance; exercising judgment and initiative, relieves assigned staff of clearly defined and delegated administrative or technical detail; may provide support to assigned commission, board, agencies, and/or City Council including serving as recording secretary; and performs related duties as assigned.

This is a broad classification with individual positions assigned to specific functional areas; duties and assignments may overlap depending on the operational needs of the department and staffing levels.

Distinguishing Characteristics:

The Senior Administrative Secretary classification is distinguished from the Administrative Secretary class in that incumbents in the Senior Administrative Secretary class perform more difficult and complex administrative support tasks involving a thorough knowledge of the policies and procedures for their functional areas with a significant degree of independent judgment. Incumbents in the Senior Administrative Secretary class are assigned significant responsibility for carrying out administrative and office secretarial duties, frequently of a complex, highly sensitive, and confidential nature in an assigned functional area, often in a rapidly changing environment. Incumbents may also supervise a small group of office support staff and may serve as primary Recording Secretary to assigned commission, board, agency, and or City Council including performing duties associated with the production and facilitation of meetings.

Essential Duties and Responsibilities:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Performs a wide variety of varied, complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions in support of assigned programs, division, and/or department with only occasional instruction or assistance; relieves supervisor of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.

- Plans and organizes work activities; recommends improvements in work flow, procedures, and use of equipment and forms; implements improvements as approved; develops and revises office forms and report formats as required; organizes and maintains filing systems.
- Drafts and/or types, word processes, formats, edits, revises, and prints a variety of documents and forms including reports, correspondence, memoranda, agenda items and reports, agreements, contracts, legal documents, ordinances, resolutions, technical and statistical charts and tables, and other specialized and technical materials from rough drafts, dictation, modified standard formats, and brief verbal instructions.
- Proofreads, verifies, and reviews materials, applications, records, and reports for accuracy, completeness, and conformance with established standards, regulations, policies, and procedures; ensures materials, reports, and packets for signature are accurate and complete.
- Serves as liaison between assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance regarding assigned function that may require the use of judgment, tact, and sensitivity and the interpretation of policies, rules, and procedures as appropriate; explains programs, policies, and activities related to specific program area of assignment; receives and screens office and telephone callers; calendars appointments; responds to complaints and requests for information relating to assigned responsibilities; refers callers and/or complaints to appropriate City staff for further assistance as needed and/or takes or recommends actions to resolve the complaint.
- Develops, revises, and maintains standardized and master documents; composes correspondence, reports and informational materials; assists in designing and producing technical information handouts; copies, disseminates, and posts documents and information as appropriate.
- Participates in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to assigned programs; participates in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.
- Maintains accurate and up-to-date offices files, records, and logs for assigned areas; develops, prepares, and monitors various logs, accounts, and files for current and accurate information including manual and computer logs of deeds, claims, contracts, applications, and other specialized or technical documents processed; transmits deeds for recordation; sets up case files; types and mails acknowledgments of receipt.
- Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents; creates and maintains computer based tracking information and reports including assigned databases, records, and lists; creates standard statistical spreadsheets; inputs corrections and updates; assists in the compilation of reports

- Utilizes various computer applications and software packages; develops, enters data, maintains, and generates reports from a database or network system; creates and administers mailing lists; designs, maintains, and utilizes data to develop reports using spreadsheet software; creates, formats, and revises charts, graphs, flowcharts, worksheets, booklets, brochures, and forms using word processing software.
- Assists in assembling and preparing the annual department budget and contracts; monitors expenditures against budget; prepares purchase requisitions and requests for payment.
- Attends to a variety of office administrative details such as ordering supplies, arranging for equipment repair, transmitting information, and keeping reference materials up to date; organizes and maintains office and specialized files in accordance with the City's records management program.
- Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assigned; schedules meetings; coordinates arrangements and sets up meeting rooms; notifies participants; prepares and/or assembles meeting materials.
- Coordinates, makes, processes, and confirms staff travel arrangements; types itineraries, requests travel advances and compiles expense reports.
- Accesses and enters referral items in the City-wide Referral System; sends referred items to appropriate staff; monitors due dates for completion; and enters actions taken.
- Arranges for publication of legal notices; monitors compliance of publications with legal requirements and maintains files of Certificates of Publication; verifies publication invoices.
- As assigned, enters and proofs data in Legislative History; conducts special Legislative History subject searches; researches, makes copies, and provides public records information to City staff and the public.
- As assigned, processes City Council Agenda items; logs, drafts, finalizes, and proofreads City Council Agenda items, contracts, resolutions, ordinances, agreements, Public Hearing Notices, and related items for assigned department in accordance with accepted guidelines and procedures; maintains accurate agenda log and agenda planning calendar.
- As assigned, arranges and coordinates meetings for assigned commission, board, agency, and or City Council; drafts and finalizes agendas, minutes, and correspondence; coordinates assembly and distribution of agenda packets; prepares legal notices for publication and mailing; attends meetings and takes, transcribes, and assures proper distribution and filing of minutes, resolutions, and ordinances; assigns Legislative History file numbers.
- As assigned, provides lead supervision and direction to a small group of clerical and office support staff; prepares work schedules; provides work assignments, instruction, and training; provides information and feedback to appropriate supervisory staff regarding performance of assigned staff.

- As assigned, maintains wastewater treatment plant records including work statistics and trends, violations, cost analyses, and other technical information; types reports to meet regulatory requirements; assists in coordinating safety meetings and training; maintains required safety and workers' compensation logs, files, and notices; maintains a calendar of key events and action dates; maintains a library of historical records, operating and maintenance reference materials, research studies, construction drawings, and other materials; orders supplies, materials, and uniforms.
- As assigned, coordinates the use of and books assigned rooms and facilities including meeting rooms; shows rooms and provides information regarding facilities, equipment, policies, procedures, and fees; checks availability of dates and enters requested dates on calendar; prepares and processes necessary forms and documents including rental contracts, billing, and payments; writes insurance as necessary.
- As assigned, assists in conducting bid openings; logs in bids; ensures bids are complete and in required form; answers questions regarding bids received; prepares bid rejection letters.
- As assigned, maintains departmental personnel files; prepares and types personnel documents; enters timesheet information in the City's payroll system; distributes timesheets; maintains attendance and time off records; types evaluation forms as assigned.
- As assigned, collects information for, designs, and produces newsletters, brochures, and other specialized documents using desktop publishing software and other computer applications.
- As assigned, maintains and inputs data to the Department's Website Home Page; publicizes and interprets Website to public and staff.
- As assigned, acts in the absence of an Office Supervisor.
- Serves on special committees and task forces.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

***Desired
Minimum
Qualifications:***

Knowledge of:

- Basic functions of public agencies, including the role of an elected Council and appointed boards and commissions.
- Rules and procedures governing the notice and conduct of public meetings.
- Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Basic principles and practices of supervision and training.
- Office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheets, and databases.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles and practices of sound business communication.
- Principles of business letter writing and report preparation.

- Basic principles and practices of budget preparation and administration.
- Records management principles and procedures including record keeping and filing principles and practices.
- Methods and techniques of proper phone etiquette.
- Mathematical principles.
- English usage, spelling, grammar, and punctuation.
- Customer service and public relations methods and techniques.

Ability to:

- Perform a full range of varied complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, division, and/or department with only occasional instruction or assistance.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Interpret and apply applicable federal, state, and local laws, codes, and regulations.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Learn and effectively utilize various software applications.
- Learn and apply new information and skills.
- Type or enter data at a speed necessary for successful job performance.
- Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance.
- Participate in researching, compiling, analyzing, and interpreting data.
- Prepare clear, accurate and concise records and reports.
- Establish, organize, and maintain a variety of specialized files and records.
- Independently prepare correspondence and memoranda.
- Provide lead supervision and training to assigned staff.
- Perform mathematical calculations.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and deadlines.
- Understand and carry out oral and written directions.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.



Competencies:

- Strategic Thinker
- Results Oriented
- Customer-Focused
- Flexible/Adaptable
- Planner and Organizer
- Interpersonally Effective
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and Experience Guidelines:

Education:

Equivalent to completion of the twelfth grade. Supplemental specialized or college level course work in business administration, office management, secretarial science, or a related field is desirable.

Experience:

Four years of increasingly responsible office administrative and secretarial experience. Experience in a municipal government and/or in providing support to a governing body in a government setting is highly desirable.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical and Environmental Conditions:

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; frequent interaction with City staff, City officials, and the general public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03
Date Revised: