



JULY 2012
FLSA: NON-EXEMPT

ADMINISTRATIVE ASSISTANT

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under general supervision, performs a variety of secretarial, advanced clerical, and routine administrative and programmatic work of a general or specialized nature in support of assigned programs, division, or department; relieves assigned staff of clearly defined and delegated administrative or technical detail; participates in the development, implementation, and administration of approved administrative policies and procedures; prepares financial analysis and a variety of reports as required; and provides information and assistance to other District staff and the general public regarding assigned programs, policies and procedures; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and/or managerial staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Incumbents perform complex administrative and office support duties, including budget monitoring, general bookkeeping, and assisting in department-related projects and programs. Employees at this level are required to perform the full range of all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This class is distinguished from the Executive Assistant in that the nature, scope, and diversity of responsibilities originating at this level requires a comprehensive and broad understanding of the District's overall functions and operations with the intent of relieving the executive of day-to-day office administrative and coordinative duties.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

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

- Perform a wide variety of secretarial, advanced clerical, and routine administrative and programmatic work of a general or specialized nature in support of assigned programs, division, or department; relieve supervisor of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.
- Type and proofread a wide variety of reports, letters, memoranda, correspondence, contracts, agreements, Requests for Proposals, agenda items, statistical charts, and other documents and material; type from rough draft, verbal instruction, or transcribing machine; independently compose documents related to assigned area of responsibility.
- Screen office calls, visitors, and mail; provide information and assistance including responding to requests for information and assistance; research information related to District regulations and office policies; refer callers to proper authority; assist the public and other District staff in interpreting and

- applying District policies, procedures, codes, and ordinances; may sort and distribute mail.
- Maintain calendar of activities, meetings, and various events for assigned staff; make appointments and maintain appointment calendars; coordinate activities with other District departments, the public and outside agencies; coordinate and process staff travel arrangements.
- Work on and support a variety of projects; participate in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to assigned projects and programs; participate in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations; participate on assigned committees.
- Verify and review materials, applications, records, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, and reports; provide information and forms to the public; collect and process appropriate information.
- Establish and maintain various filing systems, schedules and records; file correspondence, reports, bulletins and cards; log reports, applications, and/or telephone calls; maintain records related to specific area of assignment.
- Operate a variety of office equipment including copiers, facsimile machine and computer; utilize various computer applications and software packages; enter data, maintain, and generate reports from a database or network system; input, maintain, and utilize data to develop reports using spreadsheet software; create, format, and revise charts, graphs, flowcharts, worksheets, booklets, brochures, and forms using word processing, desktop publishing, and other computer applications; organize and maintain disk storage and filing.
- Prepare and process reports, forms, and records, such as requests for payments, purchase requisitions, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements, drafts of hearing notices, draft resolutions, notices of determination, and mailing lists for public hearing items.
- Serve as liaison between assigned office and other District staff, the general public, and outside agencies; provide information and assistance as appropriate; explain programs, policies, and activities; interpret and apply policies and procedures of the division, department, and District as necessary.
- Perform a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintain a variety of accounting records, logs, and files; verify, balance, and adjust accounting records.
- Participate in developing and monitoring the assigned budget; compile annual budget requests; monitor approved budget accounts.
- Recommend improvements in work flow, procedure and use of equipment and forms; implement improvements as approved; develop and revise office forms and report formats as required;
- Ensure that all required supplies are available as needed and that the facility and equipment are in proper working order; maintain and order office supplies; prepare purchase requisitions; receive invoices and check for accuracy; process payments.
- As assigned, arrange and coordinate meetings; prepare agendas and correspondence; attend meetings and take, transcribe, and assure proper distribution of minutes.
- As assigned, serve as administrator for the District's presence via Internet and Intranet; monitor web site information including links; maintain structure and content; work with graphic designers to implement appropriate graphics into web site; monitor, process, and forward Internet e-mail on a daily basis to appropriate personnel; produce daily back-up tapes for Internet server.
- Perform related duties as required.

QUALIFICATIONS

Knowledge of:

- Computer applications such as Microsoft Office Suite of software, spreadsheets, and statistical databases.

- Organization and function of public agencies, including the role of an elected board of directors and related committees.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation, and statistical techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy and speed,
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Type at a speed necessary for successful job performance.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- 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.
- Understand and use computer applications such as Microsoft Office Suite of software in the development of various presentation materials to include PowerPoint, spreadsheets, and statistical databases.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. High school diploma or equivalent. Additional college level course work in business administration, public administration, or a related field is desirable; AND
2. Three (3) years of increasingly responsible clerical, secretarial, and administrative support experience involving a high level of public contact.

Licenses and Certifications:

- Possession of a valid California class C driver's license.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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, typewriter 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.