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 direct or general supervision or direction, performs a variety of secretarial, advanced clerical, and routine administrative support work of a general nature for assigned programs, a division, or a department; relieves assigned staff of clearly defined and delegated administrative or technical detail; participates in the development and implementation of approved administrative policies, procedures and programs; compiles data and prepares a variety of documents and correspondence; maintains files and records; receives and directs phone calls and visitors; provides information and assistance to other District staff and the general public regarding assigned programs, routine policies and procedures; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This classification is the third of five (5) levels within the administrative support job series. Incumbents perform complex administrative and office support duties, including budget monitoring, general recordkeeping, and assisting staff with the administrative and clerical details of department-related projects and programs. Employees at this level are required to perform the full range of general administrative support functions related to the assigned area(s) of responsibility, exercising independent judgment, tact, and initiative within established policies and procedures. This class is distinguished from the Executive Assistant in that the latter provides advanced, complex, specialized administrative support to executive and management staff serving as functional and technical administrative support leadership for the assigned organizational unit.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

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.

➢ Performs a wide variety of secretarial, advanced clerical, and routine general administrative support work; relieves supervisor and staff of administrative work including investigating and responding to complaints; referring complaints that cannot be resolved at this level to appropriate staff; and providing assistance to resolve basic operation and administrative problems.
➢ Ensures established safety precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.
➢ Types and proofreads a wide variety of reports, letters, memoranda, correspondence, contracts, agreements, Requests for Proposals, agenda items, statistical charts, and other documents and material; types from rough draft, verbal instruction or transcribing machine; independently composes documents related to assigned area of responsibility.
Screens office calls, visitors, and mail; provides information and assistance including responding to requests for information and assistance; researches information related to District regulations and office policies; refers callers to proper authority; sorts and distributes mail.

Maintains calendar of activities, meetings and various events for assigned staff; makes appointments and maintains appointment calendars; coordinates activities with other District departments, the public and outside agencies; coordinates and processes staff travel arrangements.

Works on and supports a variety of projects; participates in the collection and compilation of information from various sources on a variety of topics related to assigned projects and programs; participates in the preparation of reports that present and interpret data; provides administrative support to assigned committees including coordinating food and beverage services.

Verifies and reviews materials, applications, records and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information.

Establishes and maintains various filing systems, schedules and records; files correspondence, reports, bulletins and cards; logs reports, applications, and/or telephone calls; maintains records related to specific area of assignment.

Operates a variety of office equipment including computers, copiers, and telephone systems; utilizes various computer applications and software packages; enters data, maintains and generates reports from a database or network system; inputs, 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, desktop publishing and other computer applications; organizes and maintains disk storage and filing.

Prepares and processes 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.

Serves as liaison between assigned office and other District staff, the general public, and outside agencies; provides information and assistance as appropriate; explains programs, policies, and activities; interprets and applies policies and procedures of the division, department and District as necessary.

Performs a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; verifies, balances and adjusts accounting records.

Recommends improvements in administrative support work flow, procedure and use of equipment and forms; implements improvements as approved; develops and revises office forms and report formats as required.

Ensures that all required supplies are available as needed and that the facility and equipment are in proper working order; maintains and orders office supplies; prepares purchase requisitions; receives invoices and checks for accuracy; processes payments.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.
- Organization and function of public agencies, including the role of a 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.
➢ Record keeping principles and procedures.
➢ Basic business arithmetic.
➢ English usage, grammar, spelling, vocabulary, and punctuation.
➢ Principles and practices of customer service and techniques for effectively communicating 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.
➢ 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 business mathematical computations.
➢ Maintain accurate calendars and schedules.
➢ Take and prepare meeting minutes.
➢ Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
➢ Establish and maintain a variety of filing, recordkeeping 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.
➢ Utilize a computer, relevant software applications including Microsoft Office Suite, spreadsheets and statistical databases and/or other equipment.
➢ Work independently in the absence of supervision.
➢ Adhere to safe work practices and procedures.
➢ Effectively communicate in person, over the telephone, and in writing.
➢ 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 G.E.D., supplemented by specialized training or coursework in secretarial, clerical and administrative work, or a directly related field; AND
2. Three (3) year of work experience in clerical, secretarial, and administrative support work.

Licenses and/or Certifications:
➢ None.

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 10 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.