

City of South San Francisco  
Human Resources Department

**Administrative Assistant II**  
Class Description

**Definition**

Under general supervision, provides varied, complex, and confidential office administrative and secretarial support to a department head and related management, professional, and supervisory staff; provides office administrative support to the City Manager's Office; and does related work as required.

**Distinguishing Characteristics**

This is an executive secretarial classification, normally coordinating the office administrative work of a department in addition to personally performing multiple secretarial duties to ensure the efficient service provision of the assigned department. Responsibilities require the frequent use of tact, discretion, and independent judgement as well as a knowledge of departmental and City activities. Incumbents in the City Manager's Office are allocated to this class because of the scope and level of assigned responsibilities and the interaction with elected and appointed officials on an ongoing basis. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at a departmental level require a broader understanding of City functions and the capability of relieving a department head and/or City management staff of day-to-day office administrative and coordinative duties. It is further distinguished from the class of Senior Administrative Assistant in that the latter has full supervisory responsibility for multiple staff members and/or technical support areas, which are not, assigned responsibilities of the class of Administrative Assistant II.

**Typical and Important Duties**

1. Oversees and ensures that the office administrative functions of the department or organizational unit to which assigned are effectively carried out.
2. Maintains a calendar and coordinates the schedule of the department head and associated management staff with those of members of Boards and Commissions, other City management staff, representatives of other organizations, and the public; makes travel arrangements as required.
3. Provides a variety of support to City commissions or committees; prepares and distributes agenda packets; attends meetings and prepares minutes; follows-up on decisions as required.
4. Arranges meetings by scheduling rooms, notifying participants, arranging for refreshments as appropriate, and preparing agendas; ensures information is compiled and duplicated; takes and prepares summary or action minutes of such meetings.
5. Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, preparing contracts and agreements, arranging for equipment purchase and maintenance,

- attending meetings, and serving on various task forces and committees.
6. Processes bills and invoices for payment ensuring its coded to the correct line item budget; prepares and transmits a variety of financial documents, including payroll; assists in budget preparation and maintains records of purchase orders, payroll, expense statements, and other fiscal transactions.
  7. Receives and screens visitors and telephone calls; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of policies, rules, and procedures.
  8. Prepares detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents related to the department to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, correct formatting, and correct English usage, including grammar, punctuation, and spelling.
  9. Prepares and updates a variety of periodic and special narrative, accounting, database, and statistical reports.
  10. Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate a two-radio or other department-specific equipment.
  11. Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
  12. Plans, assigns, and reviews the work of assigned office support staff; provides for their training in work procedures; provides input into selection, performance evaluation, and disciplinary processes.
  13. Obtains supplies and materials, reconciles monies for bank deposits, and delivers or obtains materials from various City offices or locations.
  14. Performs related duties and responsibilities as assigned.

### **Job-related Qualifications**

#### *Knowledge of:*

- Basic organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Codes, regulations, policies, and procedures related to the department to which assigned.
- Standard 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.
- Computer applications related to the work, including word processing, presentation, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.

#### *Ability to:*

- Provide varied, responsible, and often confidential secretarial and office administrative work requiring the use of independent judgement, tact, and discretion.
- Interpret and implement policies, procedures, and computer applications related to the department or organizational unit to which assigned.
- Analyze and resolve office administrative and procedural problems.
- Compose correspondence and reports independently or from brief instructions.
- Establish and maintain a records management system for the assigned organizational unit.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Make accurate arithmetic and statistical calculations.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment within established policy and procedural guidelines.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Provide expertise to others in one or more computer applications used daily on the job.
- Learn basic lead and supervisory principles and practices.
- Direct the work of support staff on a project or day-to-day basis; plan, assign, and review the work of assigned staff; train staff in work procedures.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

*Skill in:*

- Word processing and working with a variety of computer applications with sufficient speed and accuracy to perform assigned work.
- Entering and retrieving data from a computer with sufficient speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

**Experience and Training**

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

*Experience:* Five years of progressively more responsible office administrative, secretarial, and/or general clerical experience along with experience in dealing with the public and working in a public agency setting.

*Training:* Equivalent to graduation from high school with supplemental business school or applicable college-level course work. Possession of Associates of Arts degree from a business or community college in an appropriate curriculum is desirable and may be substituted for two years of the experience listed above.

### **Licenses and Certificates**

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record, which must be maintained as a condition of employment.
- Specified positions may be required to obtain and maintain certification as a Notary Public.

### **Special Requirements**

Essential duties require the following physical skills and work environment:

*Physical Skills:* Able to use standard office equipment, including a computer; mobility to work in a typical office setting to use standard office equipment; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; lift and carry 35 pound boxes, files, and materials.

*Work environment:* Work in a standard office setting. Specified positions may require extended hours, off-shifts, or weekends; attend evening or weekend meetings or participate in specific projects or programs on evenings and weekends.

*Ability to:* Travel to different sites and locations.

Approved:	July 2000
Revised Date:	October 1993, July 1995, March 1998, June 2003
Former Titles:	Secretary II
Abolished:	
Bargaining Unit:	Confidential
ADA Review:	2000/01, 03/04
DOT:	No
Physical:	Class 3
Status:	Classified/non-exempt (except that one position in the City Manager's Office is unclassified/non-exempt)
EEOC Category:	EF15, EJ6
Job Code:	O310

### **ADA Documentation of Essential Duties**

1. SDE
2. SDE
3. MAE
4. SDE
5. SDE
6. SDE

7. SDE
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