

City of South San Francisco  
Human Resources Department

**Senior Administrative Assistant**

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 full supervision to assigned office support staff and/or performs high-level technical/administrative assignments in support of departmental and City activities; and does related work as required.

**Distinguishing Characteristics**

This is primarily 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 for the assigned department. In addition, the work includes the full supervision of office support staff and/or the provision of technical/administrative support to the department and the City in areas not required of the Administrative Assistant II. Responsibilities require the frequent use of tact, discretion, and independent judgement as well as a knowledge of departmental and City activities. 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.

**Typical and Important Duties**

1. Oversees and ensures that the office administrative functions of the department to which assigned are effectively carried out.
2. Selects, plans, assigns, supervises, reviews, and evaluates the work of three or more assigned office support staff; provides for their training in work procedures.
3. Provides effective input into selection and disciplinary matters.
4. Has responsibility of a specialized technical assignment such as the preparation of a variety of graphic information and promotional materials for the department and other City departments using desktop publishing software.
5. 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.
6. Provides a variety of support to City commissions or committees; prepares and distributes agenda packets; attends meetings, and prepares summary or action minutes; follows-up on decisions as

required.

7. Arranges for meetings by scheduling rooms, notifying participants, preparing agendas, and ensuring that information is compiled and duplicated; arranges for food and beverages as appropriate; takes and prepares summary or action minutes of such meetings.
8. Attends to a variety of office administrative details; keeps informed of departmental activities; transmits information; coordinates supply orders; prepares contracts and agreements; arranges for equipment purchase and maintenance; attends meetings; and serves on various task forces and committees.
9. 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.
10. Receives and screens visitors and telephone calls; provides information to City staff, other organizations, and the public, which requires the use of judgment and the interpretation of policies, rules, and procedures.
11. Prepares detailed and often confidential correspondence, reports, forms, invitations, presentations, 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, formatting, and correct English usage, including grammar, punctuation, and spelling.
12. Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
13. Prepares and updates a variety of periodic and special narrative, accounting, and statistical reports.
14. Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
15. Picks up supplies, reconciles monies for bank deposits, and delivers or obtains materials from various City offices or locations.
16. Performs related duties and responsibilities as assigned.

### **Job-related Qualifications**

#### *Knowledge of:*

- Principles, techniques, methods, and equipment related to the specific technical/ administrative assignments.
- 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.
- Basic supervisory and training principles and practices.
- 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, database, presentation, graphics, 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:*

- Direct the work of support staff, plan, assign, review, and evaluate the work of assigned staff; train staff in work procedures.
- Independently carry out specialized technical/administrative assignments.
- 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 to which assigned.
- Analyze and resolve office administrative and procedural problems.
- Provide expertise to others in one or more computer applications used daily on the job.
- Compose correspondence and reports independently or from brief instructions.
- Establish and maintain a records management system for the assigned organizational unit.
- Make accurate arithmetic and statistical calculations.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment with established policy and procedural guidelines.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Represent the City and the department 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.
- Data entry into standard computer format with 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:* Six years of progressively more responsible office administrative or secretarial experience in dealing with the public, directing the work of others, and working in a public agency setting with at least one year of the experience providing secretarial and office administrative assistance to management-level staff.

*Training:* Equivalent to graduation from high school with supplemental business school or applicable college-level course work. Possession of an Associate 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 California driver's license and a satisfactory driving record.
- 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, June 2003
Revised Date:	
Former Titles:	Secretary II
Abolished:	
Bargaining Unit:	Confidential
ADA Review:	2000/2001
DOT:	No
Physical:	Class 3
Status:	Classified/Non-exempt

EEOC Category: EF15, EJ6  
Job Code: 0340

**ADA Documentation of Essential Duties**

1. SDE
2. SDE
3. OAE
4. SAE
5. SDE
6. MME
7. SDE
8. SDE
9. MAE
10. SDE
11. SDE
12. SDE
13. SDE
14. SDE
15. SDE