

**SENIOR ADMINISTRATIVE ASSISTANT**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**SUMMARY DESCRIPTION**

Under general supervision, 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, divisions, and/or departments with only occasional instruction or assistance; exercising judgment and initiative, relieves assigned staff of clearly defined and delegated administrative or technical detail; and provides information and assistance to other City staff and the general public regarding assigned programs, policies, and procedures.

**DISTINGUISHING CHARACTERISTICS**

The Senior Administrative Assistant classification is distinguished from the Administrative Assistant I/II/III class in that incumbents in the Senior Administrative Assistant 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 Assistant 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 perform technical duties in support of assigned operations.

**REPRESENTATIVE DUTIES**

*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.*

1. Perform 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, divisions, and/or departments with only occasional instruction or assistance; relieve manager of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.
2. Plan and organize work activities; recommend improvements in work flow, procedures, and use of equipment and forms; implement improvements as approved; develop and revise office forms and report formats as required; organize and maintain filing systems.
3. Serve as liaison between assigned office and the general public, City staff, and outside groups and agencies; provide 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; explain programs, policies, and activities related to specific program area of assignment.
4. Receive and screen communications to the assigned management staff member including office visitors, telephone calls, e-mail messages, and mail; provide assistance using independent judgment to determine those requiring priority attention; calendar appointments; refer callers and/or complaints to appropriate City staff for further assistance as needed and/or take or recommend actions to resolve the complaint; develop and implement tracking systems.

**CITY OF ANTIOCH**  
**SENIOR ADMINISTRATIVE ASSISTANT(CONTINUED)**

5. Draft and/or type, word process, format, edit, revise, and print a variety of documents and forms including reports, correspondence, memoranda, agenda items and reports, agreements, 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.
6. Proofread, verify, and review materials, applications, records, and reports for accuracy, completeness, and conformance with established standards, regulations, policies, and procedures; ensure materials, reports, and packets for signature are accurate and complete.
7. Develop, revise, and maintain standardized and master documents; compose correspondence, reports and informational materials; assist in designing and producing technical information handouts; copy, disseminate, and post documents and information as appropriate.
8. Prepare special reports and perform special projects that may require researching, gathering, and organizing information from a variety of sources; assist assigned staff with special projects as assigned; research information as requested.
9. Participate in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to assigned programs; participate in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.
10. Maintain accurate and up-to-date office files, records, and logs for assigned areas; develop, prepare, and monitor various logs, accounts, and files for current and accurate information including manual and computer logs other specialized or technical documents processed; maintain and process payroll records.
11. Compile, prepare, and enter data into a computer from various sources including accounting, statistical, and related documents; create and maintain computer based tracking information and reports including assigned databases, records, and lists; create standard statistical spreadsheets; input corrections and updates; assist in the compilation of reports.
12. Assist in assembling and preparing the annual budget for assigned area; monitor expenditures against budget; prepare purchase requisitions and requests for payment.
13. Attend to a variety of office administrative details such as ordering supplies, arranging for equipment repair, transmitting information, and keeping reference materials up to date; organize and maintain office and specialized files in accordance with the City's records management program.
14. Maintain calendar of activities, meetings, and various events for assigned staff; coordinate activities and meetings with other City departments, the public, and outside agencies; coordinate and arrange special events as assigned; schedule meetings; coordinate arrangements and sets up meeting rooms; notify participants; prepare and/or assemble meeting materials.
15. Coordinate, make, process, and confirm staff travel arrangements; arrange for transportation and accommodations for travel; check and process expense claims.
16. Operate a variety of office equipment including a computer, typewriter, copier, facsimile machine, and adding machine.

**CITY OF ANTIOCH**  
**SENIOR ADMINISTRATIVE ASSISTANT (CONTINUED)**

17. Utilize various contemporary computer applications and software packages; develop, enter data, maintain, and generate reports from a database or network system; design, 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 software.
18. As assigned, arrange and coordinate meetings for assigned commission, board, agency, and/or other groups; draft and finalize agendas, minutes, and correspondence; coordinate assembly and distribution of agenda packets; attend meetings and takes, transcribes, and assures proper distribution and filing of minutes, resolutions, and ordinances.
19. May supervise or evaluate the work of lower level clerical staff; review work for accuracy and completeness.
20. Perform related duties as required.

**QUALIFICATIONS**

*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.*

**Knowledge of:**

- Organization, operation, functions, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Office procedures, methods, and equipment including computers and applicable software 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.
- Records management principles and procedures including record keeping and filing principles and practices.
- Basic principles and practices of office administration.
- Basic principles and practices of supervision and training.
- Basic accounting and bookkeeping principles and practices.
- Basic principles and practices of budget preparation and administration.
- Mathematical principles.
- English usage, spelling, grammar, and punctuation.
- Customer service and public relations methods and techniques.
- Methods and techniques of proper phone etiquette.
- Pertinent federal, state, and local laws, codes, and regulations.

**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.
- Type or enter data accurately at 55 net words per minute.
- Participate in researching, compiling, analyzing, and interpreting data.
- Participate in the preparation of a variety of administrative and financial reports.
- Establish, organize, and maintain a variety of specialized files and records.
- Independently prepare correspondence and memoranda.
- Perform mathematical calculations.
- Plan and organize work to meet changing priorities and deadlines.
- Provide lead supervision and training to assigned staff.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- 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.
- Utilize public relations techniques in responding to inquiries and complaints.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

### **Education and Experience Guidelines**

#### **Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized secretarial training. Additional specialized or college level course work in business administration, office management, or a related field is highly desirable.

#### **Experience:**

Four years of increasingly responsible secretarial and office administrative support experience. Experience in municipal government is desirable.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*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.*

**Environment:** Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

FLSA: Non-Exempt

**CITY OF ANTIOCH**  
**SENIOR ADMINISTRATIVE ASSISTANT (CONTINUED)**

September 1989 (Administrative Secretary)  
Revised: September 2013

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.