



Job Title	Administrative Assistant II	FLSA Status	Non-Exempt
Band	GNL	Probationary Period	12 Months
Zone	6	Job Code	19530

Class Specification – Administrative Assistant II

Summary Statement:

The purpose of this position is to perform a wide variety of secretarial, complex clerical and clerical accounting duties in support of an assigned division or program; perform the more complex duties assigned to the work unit; and provide information and assistance to the public regarding City policies and procedures.

DISTINGUISHING CHARACTERISTICS:

This is the full journey level class within the Administrative Assistant series. Employees within this class are distinguished from the (I level) by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from level I, or when filled from the outside, have prior experience.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
30%	Perform a variety of secretarial, complex clerical, and/or accounting clerical duties in support of assigned department, division, or team. Review, research, and summarize a variety of fiscal, statistical, and other information; prepare various reports, memoranda, and correspondence.
25%	Maintain a calendar of activities, meetings, and various events for assigned staff; and schedule meetings and coordinate activities with other City divisions and departments, the public, and outside agencies. Screen office and telephone callers; respond to complaints and requests for information on regulations, procedures, systems and precedents relating to assigned responsibilities.
20%	Serve as liaison for the assigned area with other City departments, divisions, and outside agencies; and answer questions and assist in negotiating and resolving sensitive and controversial issues. Perform a wide variety of complex clerical duties associated with automated and manual record keeping and administrative support



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	systems; and review transactions and records in order to determine adequacy and accuracy of content and appropriate procedures to follow.
15%	Prepare, coordinate, maintain, and distribute an inventory of supplies and equipment. Collect and account for monies and fees; input information into database; and reconcile daily cash report and petty cash fund.
10%	Assist in the prioritization of work assignments for clerical coworkers; provide training as necessary; provide information on office procedures; respond to and resolve inquiries; review and monitor work assignments to ensure quality and completion according to established timeliness; and recommend improvements in work flow, procedures, and use of equipment and forms.

Competencies Required:	
Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.	
Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	

Technical Skills Required:



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Standardized Skill Requirements: Work requires the use of standard technical skills appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to completion of the twelfth grade (high school diploma or GED).

Experience: Three years of full-time secretarial, clerical, or related support experience.

Education and Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:
Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received:
Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:
This job title has no budgetary responsibility.



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Physical Demands:
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: June 2021