


JOB DESCRIPTION	
City of Patterson  Human Resources	ADMINISTRATIVE ASSISTANT II

JOB SUMMARY

*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.*

Under general supervision, an Administrative Assistant II performs a variety of detailed and difficult to complex secretarial, advanced clerical and administrative duties of a general and specialized nature in support of an assigned department, division and/or program; performs receptionist and customer service duties for the public and internal staff; performs basic clerical accounting support duties; relieves administrative personnel of a variety of administrative and technical details; furnishes information and assistance to other City staff and the public related to departmental policies, procedures and programs; may provide training and guidance to coordinate the work of less-experienced staff; and performs related work as required or assigned.

The Administrative Assistant II is the full journey level classification in the Administrative Assistant job series. Positions in this classification perform a full range of detailed and difficult to complex clerical, secretarial and administrative support duties; receives only occasional instruction or assistance as new and unusual or unique situations arise and are fully aware of the operating policies and procedures of the work unit. Positions in this classification are normally filled by advancement from the level I classification.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a designated manager or higher-level administrative staff member.

This position does not routinely exercise supervision but may provide training and/or guidance to coordinate the work of less-experienced staff.

ESSENTIAL DUTIES

Typical essential duties may include, but are not limited to, the following:

Assists the public over the phone or at the counter and provides information on departmental policies, procedures, and programs; responds to inquiries and complaints and refers as appropriate.

Types, proofreads, and processes a variety of documents including general correspondence, memoranda, agendas, statistical chart, specifications, bids, reports and related items, subject to review, from rough draft, verbal instruction and/or other source materials.

Takes notes from dictation and accurately transcribes them; transcribes from tape recordings; may take minutes of meetings of City commissions or agencies to which assigned and provides clerical and administrative support to those entities.

Establishes and maintains a variety of filing systems; develops and implements operational procedures for the maintenance and tracking of office supplies and equipment.

Processes and tracks a variety of permits and applications; initiates and maintains a variety of files and records; ensures proper filing of documents in departmental or central files.

Research, compiles, and organizes a variety of information from various sources on specialized topics related to departmental operations and/or programs; applies specialized knowledge in the review of applications, permits, records and other documents to determine that they are complete.

Receives and processes fees, enrollment charges or other money; prepares receipts and balances money received and submits to Finance for final processing; initiates, tracks and closes out work orders; orders office supplies; and inventories supplies as received.

Computes, verifies, and reconciles figures on printouts, purchase orders, invoices, time reports and other accounting documents and forms.

Establishes and maintains a variety of records and files including credit card, fixed asset and inventory records for program or project files.

Collects employee timesheets, reviews for accuracy, submits for management signature and forwards to Finance for processing.

Completes personnel action forms to report changes in an employee's status as appropriate; reviews other personnel documents for completeness and submits to supervisor for review and forwarding to Human Resources for processing; maintains employee files related to certification and training requirements and tracks requirements to ensure ongoing compliance.

Schedules appointments and meetings; makes travel arrangements for management and designated staff.

Assists with special events; creates and maintains information packets, flyers, and guides for the public.

Effectively operates a variety of standard office equipment such as a computer, copier, calculator, FAX machine; and may operate a radio to communicate with department staff.

May be required to attend night and weekend meetings.

Performs related work as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Modern office practices and procedures, including business correspondence, filing systems; standard office equipment operation, including computer and peripheral equipment; office software applications such as word processing and spreadsheet applications; proper use of English, spelling, grammar, and punctuation; basic mathematic concepts; basic bookkeeping and financial record keeping process.

Ability to: Interpret and apply City and departmental policies and procedures; effectively guide and coordinate the work of others to achieve departmental goals; perform general and specialized clerical work including records maintenance and the compilation of information for report development; effectively operate modern office equipment; spell correctly and use proper English; understand and carry out oral and written directions; type at 50 wpm; use transcription equipment and transcribe materials accurately; effectively apply standard office software application; perform assigned work using independent judgment and ensuring accuracy; establish and maintain cooperative working relationships with others; interact effectively with a wide variety of personalities and in situations requiring tact, judgment and poise.

NECESSARY SPECIAL REQUIREMENTS

Must be 18 years of age or older

Must successfully pass a pre-employment medical examination, including a drug screen, fingerprint, background check and reference check

Must be able to provide proof of U.S. citizenship or legal right to work in the United States

EXPERIENCE and CERTIFICATIONS

Any combination of education, training and experience that would likely provide the required knowledge, skills, and abilities: Normally this would include:

Education: Must have a High School Diploma or GED equivalent supplemented with specialized training in office practices.

Experience: Three (3) years of increasingly responsible general office support experience including customer service duties and the use of standard office equipment and software applications.

License or Certificate: Possession of a valid Class C California Driver's License.

PHYSICAL REQUIREMENTS

Physical Requirements: Position requires sitting, standing, walking, reaching, twisting, turning, kneeling, bending, grasping, and making repetitive hand movement in the performance of daily activities. Acute hearing is required when providing phone and personal services.

Environmental Conditions: Work is performed in a standard office environment.

FLSA Status: Non-Exempt

Approved: December 2020

Revised: August 2022