



Administrative Assistant I
Administrative Assistant II
Administrative Assistant III

DEFINITION

Under general supervision (Administrative Assistant I) or direction (Administrative Assistant II and III), perform a variety of responsible and complex administrative and clerical duties involved in the support of a City department; and provide general information and assistance to the public.

DISTINGUISHING CHARACTERISTICS

Administrative Assistant I - This is the entry level in the class series. Positions at this level usually perform most of the duties required of the positions at the II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Administrative Assistant II and III - These are the full journey and advanced journey levels in the class series. Positions at the II and III levels are distinguished from the I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at the II and III levels 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 series are flexibly staffed, and positions at the II level are normally filled by advancement from the I level requiring three years of experience and successful performance. Positions at the III level are normally filled by advancement from the II level requiring three additional years of experience and successful performance. When filled from the outside, the employee is required to have prior related experience which allows the employee to meet the qualification standards for the II and III levels.

SUPERVISION RECEIVED

Reports to the department head, division supervisor, or ranking administrative assistant.

SUPERVISION EXERCISED

Administrative Assistant I

Exercises no supervision.

Administrative Assistant II and III

May exercise technical and functional supervision over administrative support staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Perform a wide variety of responsible and complex administrative and secretarial duties in support of the assigned office; relieve management staff of a variety of administrative details.

Plan, organize, and carry out administrative assignments; research, compile, and organize information and data from various sources on a variety of specialized topics related to programs in assigned area.

Participate and assist in the administration of the assigned office; may organize and manage office activities; recommend organizational or procedural changes affecting support activities.

Serve as initial contact/resource person for the assigned office; screen calls, visitors, and mail; respond to complaints and requests for information and assistance; interpret and explain regulations, procedures, policies, systems, rules, and precedents in response to inquiries and complaints from the public, City staff, representatives of other organizations, and others; research and gather information to provide accurate answers and information; refer more technical questions or issues to appropriate City staff; ensure follow up to unanswered inquiries.

Type, format, proofread, and produce final copy of a wide variety of reports, letters, memoranda, spreadsheets, and statistical charts; type from rough draft, verbal instruction, or transcribing machine recordings; review drafts for punctuation, spelling, and grammar; make or suggest corrections to drafts; independently compose letters, memoranda, or basic reports from general instructions or information related to assigned responsibilities; arrange for or distribute copies of material.

Provide technical assistance to citizens regarding department policies, procedures, services, and operations.

Verify and review forms and reports for completeness and conformance with established regulations and procedures; apply specialized knowledge of departmental and program policies and procedures in determining completeness of applications, permits, records, and files.

Initiate and maintain a variety of files and records for information related to the assigned office including official resolutions and ordinances; maintain budget, purchasing, personnel, payroll, and other records to assist in the management or administration of departmental programs; ensure proper filing of documents in departmental or central files; maintain and update resource materials; maintain department's personnel files.

Assist in a variety of department operations; perform special projects and assignments as requested.

Maintain calendars of department activities, meetings, and various events; schedule City staff meetings or meetings between City staff and other groups or organizations; arrange for necessary materials to be available at meetings; coordinate travel arrangements for department staff as necessary.

Serve as administrative support to various committees, commissions, and task forces; prepare, copy, and distribute meeting agendas and related materials, minutes, resolutions, or other formal documents.

Operate a variety of modern office equipment including copiers, computers, word processors, and printers to enter and retrieve data and produce various documents and reports.

Participate in the development, administration, and monitoring of the department's budget.

Receive payments or fees; issue receipts; maintain records of transactions.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

ESSENTIAL JOB RELATED QUALIFICATIONS

Administrative Assistant I

Knowledge of:

Office management principles.

Modern office procedures, methods, and equipment including computer equipment, word processing methods, techniques, and programs.

Principles of business letter writing.

Principles and procedures of recordkeeping.

Techniques used in public relations.

English usage, spelling, vocabulary, grammar, and punctuation.

Safe driving principles and practices.

Skill to:

Operate modern office equipment including computer equipment and software.

Type at a speed of 60 words per minute and enter data at a speed necessary for successful job performance.

Transcribe recorded minutes.

Operate a motor vehicle safely.

Ability to:

Perform responsible and difficult secretarial and administrative work involving the use of independent judgment and personal initiative.

Schedule and coordinate projects; set priorities; adapt to changing priorities.

Work cooperatively with other departments, City officials, and outside agencies.

Respond to requests and inquiries from the general public.

Compile and maintain complex and extensive records and prepare routine reports.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Experience:

Two years of responsible clerical experience.

Training:

Equivalent to a high school diploma supplemented by specialized training in business or secretarial science.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment including ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift 20 lbs.; ability to travel to different sites and locations.

Administrative Assistant II and III

In addition to the qualifications for Administrative Assistant I:

Knowledge of:

Principles and practices of fiscal, statistical, and administrative data collection and report preparation.

Policies and procedures of assigned department.

City and department financial recordkeeping and budget processes and procedures.

Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply the laws, codes, and regulations pertaining to assigned programs and functions.

Research, compile, and prepare a variety of fiscal, statistical, and administrative reports.
Analyze situations carefully and adopt effective courses of action.
Independently prepare correspondence and memoranda.

MINIMUM QUALIFICATIONS

Experience:

Administrative Assistant II

Three years of experience as an Administrative Assistant I.

Administrative Assistant III

Three years of experience as an Administrative Assistant II.

Training:

Equivalent to a high school diploma supplemented by specialized training in business or secretarial science.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

For some positions, possession of or ability to obtain Certified Dispatcher and Law Enforcement Telecommunications System Operator designations by State of Wyoming.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment including ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift 20 lbs.; ability to travel to different sites and locations.

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