



Senior Administrative Assistant

DEFINITION

Under direction, perform a variety of responsible, confidential, and complex administrative and secretarial duties for a Department Head and management staff; plan, organize, and oversee the operations and functions of the assigned office; and provide information and assistance to Department Head, staff, and the general public.

SUPERVISION RECEIVED

Reports to specific department head as assigned.

SUPERVISION EXERCISED

Exercises direct supervision over administrative support staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (General)

Interpret department regulations, policies, and procedures; make decisions involving independent judgment and requiring specialized knowledge of department practices, programs, and operations; analyze situations and make appropriate decisions without immediate supervision.

Collect and compile material for review and analysis; provide recommendations for changes in programs, policies, or procedures to improve efficiency and cost effectiveness of operations; coordinate consultation, information exchange, and necessary clearances and/or approvals.

Participate and assist in the administration of the assigned office; supervise, organize, and manage all administrative support activities associated with the office; recommend organizational or procedural changes affecting support activities; recommend improvements in work flow, procedures, and use of equipment and forms.

Relieve Department Head and assigned staff of a variety of administrative details; independently respond to routine letters and general correspondence; compose and prepare letters, newsletters, flyers, and brochures.

Assist in the preparation and monitoring of assigned budgets including compiling annual budget requests, recommending expenditure requests for designated accounts, and monitoring approved budget accounts; review the financial condition of assigned programs and recommend and initiate corrective action to ensure financial integrity.

Serve as a primary resource and information source regarding department and program policies, procedures, objectives, and operational functions; receive and interview office visitors and

telephone callers; answer questions and provide information where judgment, knowledge, and interpretations are utilized, especially in the proper handling of confidential information or files; resolve complaints; refer caller to appropriate source as necessary.

May hire, supervise, and evaluate administrative staff.

Organize the flow of communication through the assigned office in an efficient and effective manner with City staff, the general public, boards, committees, businesses, and other agencies.

Collect, compile, and analyze information from various sources on a variety of specialized topics related to programs in assigned area; write reports which present and interpret data, identify alternatives, and make and justify recommendations.

Direct, coordinate, and review the work plan for assigned staff; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures.

Assist in a variety of department and program operations; coordinate, supervise, monitor, and participate in special projects, assignments, and activities as assigned; maintain control files on matters in progress and expedite their completion; serve on committees as assigned.

Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative; perform varied and responsible duties to assist in the processing and completion of administrative operations for assigned staff.

Initiate and maintain a variety of files and records for information related to the assigned department and programs including financial, budget, personnel, operational, and administrative records; maintain and update resource materials.

Operate modern office machines and equipment including word processors, typewriters, printers, copiers, calculators, radio, and FAX machines; routinely use a full range of word processing, graphics, and spreadsheet computer software applications.

Order, receive, inventory, store, and distribute supplies, forms, and related items; prepare purchase orders; contact vendors and suppliers as needed; maintain related records.

Attend meetings (day or night) and take and prepare meeting minutes as assigned.

Attend and participate in staff meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge.

DEPARTMENT SPECIFIC DUTIES

Senior Administrative Assistants will have a variety of duties that are department specific.

Police Department

Plan, organize, and oversee police records.

Perform dispatch duties as needed.

Handle matters related to police operations (e.g., reports, records for law enforcement and court).

Parks and Recreation Department

Handle matters related to Parks and Recreation operations (e.g., City facility rentals, reservations, and leases; cemetery requests).

Public Works Department

Handle matters related to Public Works operations (e.g., solid waste recordkeeping, capital projects documents and recordkeeping, utility division reporting).

Human Resources Department

Handle matters related to Human Resources operations (e.g. recruitments; new hire process; correspondence related to recruitments, claims, etc.; manage departmental records; assist with all departmental programs as assigned).

Community Development

Handle matters related to Community Development operations (e.g., review and process special use permits, zone changes, variance requests, Urban Renewal Authority, and Development Review Committee).

Administration Department

Handle matters related to the needs of the City Administrator and the Mayor and Council.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

ESSENTIAL JOB RELATED QUALIFICATIONS

Knowledge of:

Office management principles.

Accounting and bookkeeping principles and practices.

Principles and practices of budget development and administration.

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

Principles of supervision and training.

Pertinent federal, state, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Modern office procedures, methods, and equipment including computer equipment and applicable software programs including databases.

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

Principles and practices of business letter writing.

Principles and procedures of recordkeeping.

Principles and techniques used in dealing with the public.

Word processing methods, techniques, and programs including spreadsheet and database applications.

Procedures used in minutes taking and preparation.

Mathematical principles.

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.

Prepare and transcribe recorded minutes.

Operate a motor vehicle safely.

Ability to:

Interpret and apply pertinent federal, state, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Research, compile, analyze, interpret, and prepare a variety of fiscal, statistical, and administrative reports.

Compile, tabulate, and analyze data and information and prepare summaries and reports.

Develop operating procedures to implement programs and policies.

Read, understand, apply, and explain technical policies and procedural requirements.

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

Work under limited supervision within a broad framework of standard policies and procedures.

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

Respond to questions from the public and City personnel regarding policies and procedures for the assigned area.

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

Analyze situations carefully and adopt effective courses of action.

Maintain confidential data and information.

Independently prepare correspondence, memoranda, and minutes of meetings.

Perform mathematical computations quickly and accurately.

Provide supervision and training to assigned staff.

Plan and organize work to meet schedules and timelines.

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:

Seven years of increasingly responsible administrative secretarial, administrative assistant, office management, or related experience.

Training:

Equivalent to a high school diploma supplemented by specialized training and coursework in accounting, management, business administration, office practices, or a related field.

License or Certificate:

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

Possession of Certified Professional Secretary and Certified Administrative Professional designations issued by International Association of Administrative Professionals is desirable.

For some positions, possession of Certified Dispatcher and Law Enforcement Telecommunications System Operator designations (by State of Wyoming) may be desirable.

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.

Effective date: October 2003

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