

ADMINISTRATIVE ASSISTANT

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under direction, performs a variety of secretarial, specialized and technical office, and administrative support duties requiring thorough knowledge of assigned department, its procedures, and programmatic and operational details; relieves assigned staff of clearly defined and delegated administrative or technical detail and performs administrative projects in support of assigned department; participates in the development and implementation of administrative policies, procedures, and programs; compiles data and prepares a variety of documents, reports, and correspondence; and performs duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory and/or managerial staff. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This classification is the third of four levels within the administrative support job series responsible for performing the most difficult and responsible assignments requiring the use of considerable discretion and independent judgment in performing assigned work or ensuring the efficient and effective functioning of an assigned program or operational area. Assignments are given with general guidelines and positions are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Secretary to the General Manager in that the latter independently plans and coordinates the administrative support functions and services for the General Manager's Office.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Performs a wide variety of secretarial, advanced clerical, and general administrative support work; relieves supervisor and staff of administrative work including providing assistance to resolve operational, programmatic, and administrative problems.
- Independently composes and formats a wide variety of reports, letters, memoranda, correspondence, contracts, agreements, Requests for Proposals, agenda items, statistical charts, and other documents and material; edits, revises, and proofreads materials for accuracy, completeness, compliance with department and OC San policies, as well as for format, grammar, punctuation, and spelling.
- Serves as the point of contact and liaison for assigned functions and programs with other OC San staff, the general public, and outside agencies and organizations; receives, processes, and responds to public records requests, complaints, and other requests for information; researches and organizes information;

coordinates resolution to problems and issues; explains, justifies, and defends programs, policies, and activities.

- Explains, interprets, and applies federal, state, and local laws, rules, and regulations, and department and OC San policies and procedures relevant to assigned area of responsibility.
- Maintains calendar of activities, meetings, and various events for assigned staff; makes appointments and maintains appointment calendars; coordinates activities with other OC San departments, the public, and outside agencies; coordinates and processes staff travel arrangements.
- Arranges and coordinates meetings for boards and committees; provides administrative support to assigned committees and boards including preparing, posting, and distributing meeting notices, agendas, and informational packets, preparing staff reports, coordinating meeting logistics, food and beverage services, and room set-up, attending meetings, taking and transcribing minutes, and processing action items.
- Leads or works on a variety of projects and independently conducts studies and research; collects, compiles, and reviews information from various sources on a variety of administrative and specialized topics related to assigned projects and programs; prepares spreadsheets and reports that present and interpret data, identifies alternatives, and makes and justifies recommendations; creates, formats, and revises charts, graphs, flowcharts, worksheets, booklets, brochures, and forms.
- Verifies and reviews materials, applications, records and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports.
- Serves as administrator for assigned department information systems and databases, including setting up and generating reports, updating and maintaining access rights to users and user groups, and participating in business process and system updates.
- Directs the organization and maintenance of accurate and detailed databases, files, and records; verifies accuracy of information, researches discrepancies, and records information; ensures compliance with established records management schedules.
- Prepares and processes reports, forms, and records, such as requests for payments, purchase requisitions, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements, drafts of hearing notices, draft resolutions, notices of determination, and mailing lists for public hearing items; develops and revises forms and report and correspondence formats as required.
- Assists in coordinating, developing, and monitoring the assigned budget; compiles annual budget requests; prepares revenue projections; recommends expenditure requests for designated accounts; and monitors approved budget accounts.
- Performs a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; verifies, balances, and adjusts accounting records.
- Coordinates office support processes and workflow; assists management in developing and standardizing office procedures and methods to continuously monitor the efficiency and effectiveness of services provided; identifies and recommends improvements in workflow, procedures, and use of resources, systems, and forms to assigned supervisor.
- Ensures that all required supplies are available as needed and that the facility and equipment are in proper working order; maintains and orders supplies; prepares purchase requisitions; receives invoices and checks for accuracy; processes payments.
- Ensures safety and health procedures and precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.
- Performs duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Operations, services, programs, policies, procedures, and processes of assigned department.
- Organization and function of public agencies, including the role of an appointed Board of Directors and related committees.
- Modern office administrative and secretarial practices, methods, and procedures.
- Basic principles and techniques of research, data collection, and report preparation.
- Business correspondence writing and the standard format for reports, correspondence, agendas, minutes, and related documents.
- Methods of preparing and processing budgets, accounts payable, accounts receivable, and various records, reports, forms, and other documents.
- Record keeping principles and procedures.
- Processes, procedures, and practices of budget monitoring, preparation, and administration and basic bookkeeping practices.
- Business mathematics and basic statistical techniques.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform responsible administrative and secretarial support work of a general or specialized nature involving the use of independent judgment and personal initiative.
- Understand the organization and operation of OC San and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, apply, and ensure compliance with all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent OC San to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Research, compile, and interpret a variety of information and make appropriate recommendations.
- Independently prepare and compose a variety of documents, reports, forms, and correspondence and participate in the preparation of a variety of administrative and financial reports.
- Participate in the preparation, monitoring and administration of assigned budgets.
- Perform arithmetic and statistical computations accurately.
- Direct the establishment and maintenance of a variety of filing, recordkeeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OC San.

1. High school diploma or G.E.D., supplemented by specialized training or coursework in secretarial, clerical, and administrative work, or a directly related field.
2. Three (3) years of work experience in clerical, specialized technical, programmatic support, secretarial, or administrative support work.

Licenses and/or Certifications:

Depending on assignment, must possess a:

- Valid California Class C Driver's License.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

- Mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL ELEMENTS

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS

- Probationary Period: All OC San employees, except classifications considered "at-will", are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve "at-will" and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San's pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.