

**CITY OF RIVERBANK**  
**ADMINISTRATIVE ASSISTANT**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION:**

Under general supervision, performs a wide variety of routine and complex office and administrative support tasks and duties for the City Manager, City Council, and/or a Department Head; assists the public by providing information personally or directing information requests according to established procedures; sorts, logs, and maintains records and other documents; learns policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

The **Administrative Assistant** is the full working level class in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of office and administrative support duties, including organization and coordination of workload, preparation of reports, and the coordination of special events. Incumbents in this classification may handle documents and information, which are extremely confidential and sensitive in nature. This classification is distinguished from the next higher classification of City Manager in that the latter has overall responsibility for administering the City's operations.

**SUPERVISION RECEIVED/EXERCISED:**

Receives general supervision from the City Manager or a Department Head. May provide technical and functional supervision over lower level office support staff.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Performs a wide variety of routine and complex office and administrative support tasks and duties in support of the City Manager or an assigned department, including organizing and coordinating work, proofreading materials, and developing letters and other correspondences; sets priorities and meets deadlines.
- Assists the public by phone and receives visitors at the counter; listens to and receives complaints; demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public; represents the City to all callers and visitors in a professional and customer friendly manner.
- Uses computers to enter, prepare, and proofread drafts, labels, forms, envelopes, and a variety of documents, which may include complex correspondence, agendas, press releases, reports, and memos; prepares and distributes a variety of documents, including the City newsletter; creates logs,

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databases, and forms; prepares and distributes special notices; assists with bid openings if needed; maintains accurate files and records.

- May assist in the preparation of the agenda for City Council meetings and the distribution of the agenda to City Council members; proofreads the agenda and submitted staff reports for errors.
- Chairs several committees for various annual events; attends meetings and takes minutes as needed; attends special events and takes photographs for posting on the City's website and other materials; participates in clean-up after City events and meetings.
- Attends various meetings for the City Manager or assigned Department Head when requested; serves as point of contact for other county or state agencies in the absence of the City Manager or a assigned Department Head.
- Assists in maintaining and updating the City's website including researching necessary information; sorts and distributes incoming mail; assists with employee recruitments as needed.
- Prepares travel arrangements for staff as needed; sets up appointments and meetings.
- Depending on assignment, may be exposed to privileged and confidential information and materials.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

### **PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

#### **Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for an **Administrative Assistant**. A typical way of obtaining the required qualifications is to possess the equivalent of two years of significant, directly related, and progressive clerical experience, and a high school diploma or equivalent.

#### **License/Certificate:**

Possession of, or ability to obtain, a valid Class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Standard office and administrative policies and procedures as related to assigned staff; records processing and maintenance procedures and systems; preparation of complicated documents; methods and techniques of taking minutes at assigned meetings; basic principles of mathematics; applicable federal, state, and local laws, codes, and regulations; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

**Ability to:**

Provide general administrative support; read, understand, and review documents for accuracy and relevant information; use applicable office terminology, forms, documents, and procedures in the course of the work; maintain accurate office files; compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; attend evening meetings as required; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, ordinances, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate an office computer and a variety of word processing and software applications.