

**CLASS SPECIFICATION
Senior Office Assistant**

GENERAL PURPOSE

Under general supervision, performs a wide variety of moderately difficult clerical and office support duties; performs routine word processing; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Senior Office Assistants are responsible for performing routine to moderately difficult word processing and carrying out responsible office clerical and records management functions requiring general knowledge of City and department policies and procedures gained through experience.

Senior Office Assistant is distinguished from Office Assistant in that incumbents in the former class perform more difficult and specialized clerical and office support functions. Assigned work requires the use of judgment in selecting appropriate procedures and solving routine to non-routine problems based on knowledge gained through experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Using word processing software, types, formats, revises, prints and distributes correspondence, memoranda, calendars, requests, forms, lists, reports and other documents; types from rough notes, drafts, and brief oral instructions; composes routine correspondence; enters and revises data in databases and generates reports; prepares and compiles packets; opens, screens and distributes office mail; sends and receives faxes; prepares regular and bulk mailings; copies various documents and materials, including large duplication orders; duplicates, assembles and distributes agendas and packets; coordinates publication of legal notices.
2. Answers, screens and routes telephone calls; takes and distributes messages; greets and directs visitors to the appropriate office or staff member; responds to questions, requests for service and complaints and refers questions and complaints to or dispatches appropriate staff; answers written inquiries for standard information; sets up and maintains monthly department and staff calendars; requests office and equipment repairs; may provide customer service at a front desk or public counter.
3. Maintains office files and records; prepares manual and computer logs of various documents and requests; creates new files and folders; retrieves, duplicates and distributes copies of reports, forms, records and documents; deletes and purges closed files; compiles and prepares reports regarding workload indicators.
4. Maintains budget records and monitors purchase orders and expenses against department and program budgets and accounts; processes and tracks invoices, purchase orders, direct pay requests,

change orders and Cal-Card statements; prepares basic billings and purchase requisitions; performs routine posting and updating of budget expenditures; receives, balances, deposits and accounts for department revenues and petty cash; requests refunds and account adjustments.

5. Creates, maintains and updates forms, databases, logs, files, records and reports for department use; prepares and maintains standard spreadsheets; researches and compiles data for specialized reports and records; ensures data accuracy.
6. Collects and prepares time reports for designated staff; records daily attendance information; prepares and sends documents to payroll.
7. Orders and keeps inventory of department office supplies; receives, checks-in and follows up on deliveries.
8. Schedules meetings, workshops, events and conferences in accordance with instructions; coordinates meeting arrangements; arranges for refreshments and catering; takes meeting minutes; coordinates scheduling of meeting and training rooms as needed.

OTHER DUTIES

1. Provides backup for other department or division office administrative support staff; may provide work direction and training to new clerical employees on office procedures; provides backup to clerical staff working at the public counter.
2. Assists with the management and coordination of special projects and events as assigned.
3. Opens and closes department offices.
4. Issues keys to staff and maintains logs.
5. Assists with municipal election processes as assigned.
6. Assists in overseeing and monitoring consultant and contractor contracts for a department.
7. Collects, verifies and maintains insurance records from parties using City facilities; advises clients of needed certificates; routes certificates and endorsements for approval; maintains insurance records.
8. Schedules and tracks the use of City facilities, athletic fields, picnic shelters and school district recreation areas; processes paperwork and data enters reservation information; maintains files of reservation contracts; sets lights for use of sports facilities; prints and distributes daily facility schedule reports; responds to inquiries and resolves problems or refers to appropriate staff member to resolve; processes special event permits; programs, maintains and modifies sports and recreation program information.
9. Reviews and applies vehicle and municipal codes to determine if parking tickets should be dismissed; copies and mails administrative review results to contestants and processing agencies; inspects vehicles for proper registration; processes refunds for parking tickets; arranges for download and upload of parking tickets; reviews parking tickets for completeness and sends to processing agency; investigates and follows up on complaints regarding unpaid parking tickets and parking tickets issued

to incorrect vehicle or owner; prepares letters for hearing officers and assists at administrative hearings; reschedules hearings as needed.

10. Schedules security guards for City facilities, training and after-hour events.

QUALIFICATIONS

Knowledge of:

1. Office administrative and management practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. City organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
4. Uses of word processing, spreadsheet, database and other standard software to create routine documents and materials.
5. Basic research techniques, methods and procedures.
6. City administrative policies and procedures applicable to processing budget, fiscal and purchasing documents and maintenance of public records.

Ability to:

1. Operate a computer, word processing and spreadsheet software and other standard office equipment.
2. Type accurately at a speed necessary to meet the requirements of the position.
3. Organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.
5. Organize, research and maintain complete and extensive office files.
6. Compose correspondence and prepare documents from brief instructions.
7. Communicate clearly and effectively, both orally and in writing.
8. Understand and follow written and oral instructions.
9. Prepare clear, accurate and concise records and reports.
10. Use a high degree of tact, diplomacy and discretion in dealing with sensitive situations and concerned citizens.
11. Establish and maintain highly effective working relationships with City management, staff, contractors, vendors, external agencies, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and two years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve difficult but standard office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with City management, staff, contractors, vendors, external agencies, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.