



ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision performs a variety of complex clerical and technical support for the District, including receptionist duties, customer service, using software application programs, scanning, data entry, filing, typing; and performs other related duties as required.

SUPERVISION RECEIVED AND EXERCISED

The **Administrative Assistant** receives general supervision from the assigned lead person, supervisor or manager, and exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the experienced working level position, which provides a variety of complex and responsible administrative support to various District programs and/or a division within the District. Incumbents may support a program or may complete basic administrative projects. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the assigned programs(s) and/or division. Incumbents also perform a wide variety of difficult and complex clerical and technical tasks which require the use of software applications and general accounting software.

EXAMPLES ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receptionist duties, receive and greet customers, both in person and over the phone, evaluate described problems and respond to inquiries regarding District service or official documents and notices; refer callers to appropriate individuals; provide the public and employees with general procedural and/or complex information regarding District programs and/or services; distribute and explain forms or requests.
- Establish and maintain central filing system; sort and file information based on content or another classification method; purge files, conduct file search to locate misplaced documents and/or files; compile data and/or research information.
- Receive public records act requests; route to appropriate division and tracks requests; assist in record search and provide information to the public.
- Scan documents per established procedures; verify accuracy of scanned documents and ensure data is properly indexed.
- Writes procedures to clarify and describe program procedures.
- Prepares letters, forms and reports using word processing and other computer applications; proofreads documents for form completeness and correct spelling, grammar and punctuation; prepares documents based on data obtained from records and other sources, and processes in accordance with prescribed procedures.
- Assist in the preparation of agendas; transcribe minutes of meetings; process minute orders and resolutions; schedule meetings and appointments; and assist in administrative detail as required.
- Assist in contract processing and tracking.
- Open and distribute mail; process outgoing mail.
- Provide accounting support including accounts receivable and accounts payable; which includes invoicing; assigning account codes to receivables; preparing claims, journal entries; prepares and balances deposits; assist in the reconciliation of general ledgers and bank statements.
- Perform other duties such as monitoring and ordering of office supplies; scheduling maintenance of vehicles and office equipment; assisting in the coordination of building maintenance; making travel arrangements for District business; and assisting in the agricultural burn program.
- May provide support of personnel and benefit functions including payroll processing; assist in the preparation of personnel and benefit forms which are confidential in nature.
- Perform related duties and responsibilities as required and/or assigned.
- Establishes positive working relationships with representatives of outside organizations, state/local agencies and associations, vendors, District management and staff, and the public.
- Performs other duties as assigned.



QUALIFICATION GUIDELINES

Education and/or Experience

High school diploma or General Education Development (GED), supplemented by two (2) years of full-time work experience that demonstrates possession of and competency in the requisite knowledge and abilities. Certification in a clerical and/or accounting school program may substitute for one year of full-time experience.

Knowledge and Abilities

Knowledge of:

- Assigned division functions, programs, policies and procedures.
- Administrative support functions, including typing, preparing reports, maintaining files and maintaining databases.
- Basic principles of mathematics.
- Methods and techniques of scheduling work assignments.
- Methods and techniques for record keeping and report preparation and writing.
- Occupational hazards and standard safety practices.
- Practices and methods of office procedures and processes, including the use of standard office equipment such as a computer and applicable software.
- Principles and practices of data collection and report preparation.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Perform responsible and confidential administrative support work involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the assigned division, other District divisions, and external agencies.
- Learn the policies, procedures, and guidelines of the area to which assigned in a timely manner.
- Interpret and apply division rules and policies.
- Independently prepare correspondence.
- Meet deadlines.
- Respond to requests and inquiries from the general public.
- Operate and use modern office equipment, including a computer.
- Perform mathematical calculations quickly and accurately.
- Understand, explain, and apply applicable laws, codes, 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.
- Compile and review information.
- Prepare records and reports.
- Use initiative and exercise independent judgment.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL ABILITIES

Work is performed in an office setting with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Must be able to perform essential functions of the job. This position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the



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performance of daily activities. Position requires grasping, repetitive hand-eye coordination and fine-manipulation skills for preparing reports and data using a PC keyboard, computer mouse, and various office equipment. This position also requires good listening skills and the occasional need to lift, drag and push files, computer reports or other materials weighing up to 25 pounds. Travel by vehicle is required.

At times the public can disagree with the requirements of regulatory agencies and may be difficult to work with. This position must be able to handle these types of situations with diplomacy and tact.

WORKING CONDITIONS - ENVIRONMENTAL ELEMENTS

Incumbents perform work in an office setting with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. There is limited exposure to weather conditions when traveling to outside locations such as the bank, car wash and/or post office.

SPECIAL REQUIREMENTS

- This position must possess a valid California Class C Driver's License.
- Safety training as required by the District.

FSLA Status: Non-exempt - Covered under Collective Bargaining Unit

Approved: June 2013
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