



## Administrative Assistant

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### JOB CHARACTERISTICS

#### **Purpose**

To provide responsible staff assistance to a major office or departments of the City of Concord; to coordinate the procedural and administrative aspects of a municipal program or set of related functions; and to perform specific and comprehensive analyses of a wide range of municipal policies, organization, procedures, financial systems, and services, including research, evaluation, and report writing. Performs related and other work as required, all within the context of the City's Mission, Vision, Values Statement and a strong and progressive customer service orientation.

#### **Equipment, Methods & Guidelines**

Uses federal and state regulations and reference materials, City policies, procedures and budgets. Uses telephone, calculator, personal computer and standard and specialized software, including spreadsheets, City vehicle, and copier.

#### **Working Conditions**

Work is conducted primarily in an office setting, but may include site visits; will require attendance at meetings held during the workday and occasionally in the evenings.

#### **Physical Demands**

Emphasize speech, hearing, vision, and stamina associated with attendance at evening meetings following a normal workday.

#### **Supervisory Guidance Received/Given**

Reports to Department Head(s) and administrative personnel. Supervision received is characterized by general direction and control intended to define objectives and problems; control over work methods is general, rather than detailed in nature. Work assignments, including written staff reports, are reviewed upon completion but before submission. Assignments require direct and indirect supervision of up to 8 full time technical, office, and clerical personnel.

#### **Allocation Factors/Distinctions**

Professional

### EXAMPLES OF DUTIES

1. Serve as Budget Coordinator for assigned departments; assist in budget preparation, compile budget inputs, and coordinate with Finance Department to research vital information for accuracy.
2. As assigned, coordinate and supervise activities of permit center. Oversee, direct, and assist on-duty permit center staff.
3. Compile and analyze data and make recommendations on the formulation of policy and procedure systems for the collection of revenues, and staffing and operational changes; prepare and revise position control spreadsheets as required.
4. Conduct surveys and perform research and statistical analyses on administrative, fiscal, revenue generation, personnel, and operational problems.
5. Respond to citizen inquiries and requests for information. Track and problem-solve citizen complaints.
6. Research and prepare recommendations on a variety of subjects related to local government.
7. Prepare City Council, Council Committee, and Boards/ Commission reports, draft resolutions and ordinances.
8. Develop system control and reporting procedures and forms, including work and process improvements, methods changes, and computer applications.

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9. Confer with operating managers regarding information requirements and cost control procedures; review and report on the budget status of various activities.
10. Represent the City in interdepartmental and community meetings and serve as staff support to assigned committees as required.
11. Coordinate activities with other City departments and divisions, and with outside agencies including the news media.
12. Supervise, train and evaluate assigned staff; provides written input and recommendations regarding performance evaluations and disciplinary actions.
13. Promotes the City's Mission to make Concord a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Values Statement adopted by the City.
14. Perform related duties as assigned.

### DESIRABLE QUALIFICATIONS

#### Knowledge and Abilities

**Knowledge** of principles and practices of public administration; principles, methods, and practices of municipal finance, budgeting, and accounting; management and research techniques and procedures and methods of report presentation; principles of supervision, training, and evaluation.

**Ability to** review and analyze operational and administrative problems, and recommend and implement an effective course of action; communicate clearly and concisely, orally and in writing; properly interpret and make decisions in accordance with laws, regulations, and policies; supervise, train, and evaluate assigned staff; work with community groups and organizations.

#### Education/Experience

Any combination equivalent to experience and education that would likely provide the relevant knowledge and abilities would be qualifying. Generally, this will require:

**Education:** Possession of a bachelor's degree in Business Administration, Public Administration, or related college curriculum. Three years of relevant experience in a senior level administrative position in local government may be substituted for one year of full time college study.

**Experience:** Two years of local government administrative experience.

#### Other Requirements

A California Driver's License and a satisfactory driving record are conditions of initial and continued employment.