



City of Larkspur

ADMINISTRATIVE ASSISTANT I

ADMINISTRATIVE ASSISTANT II

DEFINITION

Under the direction of departmental management, the Administrative Assistant provides administrative support and customer service for the assigned area of the City organization.

DISTINGUISHING CHARACTERISTICS

These positions are distinguished by having responsibility for conducting routine administration activities independently, and for providing requested administrative support to staff in the assigned areas of the organization; the position is also expected to provide customer service to Larkspur residents, businesses, and representatives of other public agencies. Policies and procedures are established by management; however, day-to-day activities may require the use of initiative and independent judgment, particularly when prioritizing work from several sources or when dealing with a variety of City staff and representatives of the public.

Administrative Assistant I is a journey-level position. Incumbents are expected to independently perform clerical and administrative duties, and respond effectively to the public, exercising good judgment within clearly defined policies and procedures. Administrative Assistant II is an advanced journey-level position and is distinguished from Administrative Assistant I by an ongoing assignment to a role requiring significant technical expertise, or lead work, or both. Advancement from the I level to the II level is not automatic; such advancement is contingent on the availability of allocated positions, department needs and possession of required skills.

SUPERVISION RECEIVED AND EXERCISED

Administrative Assistants at either level report to an assigned department manager. There are no direct reports; However, an Administrative Assistant II is expected to provide training or project direction to other support staff, interns and/or volunteers as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(Include but are not limited to the following for both Administrative Assistant I and Administrative Assistant II incumbents:)*

- Greet public and provide customer service on telephone and at front counter.
- Respond to written correspondence and email inquiries.
- Conduct research in order to direct inquiries and complaints to proper authority.

- Schedule meetings and the use of Council chambers and other meeting spaces; prepare and post public meeting notices.
- Perform general office administration, i.e., check voice mail, sort and distribute mail, maintain office equipment, order office supplies.
- Administer, issue and track a variety of licenses and permits.
- Perform a variety of fiscal transactions and recordkeeping, such as, processing invoices, calculating and verifying tax and penalty fees, processing cash and credit card payments, and generating records and reports.
- Prepare and mail regulatory compliance and renewal notices to business and property owners.
- Maintain informational content on the City's website.
- Compile activity reports and statistical data and other information for use by City staff, City Council, and others.
- Administer records retention according to current retention schedule.
- Represent department on City and community committees as assigned.
- Prepare and distribute agendas and packets for the Planning Commission, City Council, and other public bodies as needed; record and process minutes from such meetings as needed; distribute to appropriate persons and adhere to City guidelines and procedures.

In addition, Administrative Assistant II incumbents may also:

- Resolve technical problems and provide technical advice.
- Provide project direction to other support staff, interns or volunteers.
- Identify problems or potential problems and initiate or recommend preventative actions and solutions.
- Serve as expert trainers to other staff members.

REQUIREMENTS

Knowledge of

- Standard office practices and procedures, including records management and the operations of standard office equipment.
- Customer service techniques and approaches.
- Municipal policies and procedures.
- Laws, rules and regulations as they relate to assigned operations.
- Basic accounting and fiscal recordkeeping practices.
- Computer applications related to work.

Skill in

- Using and maintaining standard office equipment.
- Reading, understanding, and implementing procedures and policies.
- Maintaining recordkeeping systems and procedures.
- Gathering data, compiling information, and preparing reports.

- Accurate data entry and making accurate calculations.
- Following oral and written instructions and procedures.
- Communicating effectively, both orally and in writing.
- Establishing and maintaining effective working relationships.
- Using Microsoft Office suite and the ability to learn and utilize new technology.

In addition, Administrative Assistant II's are required to possess:

- Ability to oversee, lead and train staff, ensuring safe and effective work practices and appropriate skills development and application
- Ability to identify and resolve a variety of systems, equipment and user interface problems
- A specific body of technical knowledge
- Ability to diagnose and repair complex issues and systems

EDUCATION AND/OR EXPERIENCE

Sufficient experience and education to demonstrate the knowledge and skills listed and to perform the essential duties is required. A typical way of obtaining required qualifications is:

Administrative Assistant I: At least two years of experience in an office administration and/or customer service role. Administrative Assistant II: A minimum of four years of experience as described, including some experience in providing leadership to others. Possession of college coursework or technical training is desirable.

In addition, qualified candidates must:

- Possess a valid California Driver's License at the time of appointment.

PHYSICAL WORKING CONDITIONS:

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

- Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. The employee will occasionally be required to climb or balance or crawl.
- The position requires repetitive hand movement and fine coordination in data entry and preparing reports using a computer keyboard.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- While performing the duties of this job, the employee is regularly exposed to video display terminals.
- Acute hearing is required when providing phone and personal service.

- The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds.
- While performing the duties of this job, the employee regularly works in an indoor office environment.
- The noise level in the work environment is occasionally moderately loud.

OTHER:

FLSA Status: Non-exempt
Bargaining Unit: Larkspur Miscellaneous Employees Association
Approved by: City Manager Dan Schwarz
Date Updated: March 7, 2018