

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a wide variety of responsible, confidential, and complex administrative support for a Housing Authority (Agency) department, management, staff and boards, including the compilation and preparation of a variety of complex reports and department/team budget and assisting in the implementation and monitoring of programs and/or projects; coordinates and serves as a liaison for assigned programs, projects, and activities with other Agency departments, outside agencies, and the general public; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class in the administrative support series. Incumbents at this level are capable of performing complex administrative and office support duties, including assisting in implementing and monitoring department-related projects and programs. The work has technical and programmatic aspects, requiring the interpretation and application of policies, procedures, and regulations and involving frequent contact with staff and the public, as well as performing various research functions. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, and working with a high degree of independent judgment, tact, and initiative. Dependent upon assigned department, may provide support for board activities, public records requests, and other duties as required.

EXAMPLES OF TYPICAL 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.

- Provides confidential secretarial, administrative and project support for assigned management, departmental staff, and boards; acts as a liaison between management and other staff, outside agencies, and the public, coordinating resolutions when appropriate.
- Assists or administers assigned department projects and/or programs as assigned by management staff; provides assistance in various research and department-related projects, including development and administration of department and/or affiliate budgets, contract agreements, subpoenas and public information requests, and grant applications.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles agendas, minutes, resolutions, reports, and other informational materials.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department management and staff; inputs and retrieves data; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Researches, prepares and processes reports, forms, and records, such as requests for payments, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements, legal documents, hearing notices, Board memos, draft resolutions, notices of determination, and mailing lists for public hearing items.
- Coordinates and maintains multiple calendars, schedules meetings and appointments for assigned management and departmental staff.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for department staff; acts as meeting and/or committee secretary including preparing agendas and informational packets, setting up the room, operating audiovisual equipment, and taking and transcribing minutes for assigned boards, committees, and commissions.
- Makes all travel arrangements, including, transportation, and lodging, conference/training registrations for department management and staff and prepares and submits travel reimbursements requests as needed.
- Develops and implements a variety of record-keeping systems.

- Screens calls, visitors, and incoming mail and emails; assists and directs the public, tenants, property managers, property owners, and other agencies to appropriate locations and/or staff; responds to complaints and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Coordinates on-boarding requests and office/cubicle moves for new hires and existing staff.
- Monitors and orders office and other related supplies; prepares, processes, and tracks purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for management approval.
- Establishes and maintains contact and working relationships with all Agency departments, local, state, and federal agencies for acquisition of necessary information, and/or for the implementation of cooperative programs and activities.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

An associate degree with coursework in business or public administration, secretarial science or a related field, and two (2) years of experience performing responsible and confidential clerical and administrative tasks with reporting responsibility to a department director is required.

Licenses and Certifications:

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

Knowledge of:

- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment and computer applications.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Business letter writing and standard formats for reports and correspondence.
- Principles and practices of research, data collection, and report preparation.
- Record-keeping principles and procedures.
- Business mathematics and basic statistical techniques.
- 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 Agency staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and minimal supervision using tact and discretion.
- Coordinate and administer programmatic, administrative, project, and budget activities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Research, interpret, summarize, and present administrative and programmatic information and data in an effective manner.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Effectively represent the department and the Agency in meetings with other staff, outside agencies, community groups, and the public.

- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.