



## EMPLOYMENT OPPORTUNITY

### ADMINISTRATIVE ASSISTANT \$23.03 - \$29.42 per hour

RECRUITMENT  
OPENS  
MARCH 27, 2019

CLOSING DATE  
APRIL 29, 2019

#### DEFINITION:

Under general supervision, an Administrative Assistant performs journey-level and difficult clerical duties to relieve management staff of administrative detail; assists in the preparation of difficult correspondence, reports, budget documents, and manuals; researches and compiles data from multiple and varied sources to prepare reports or complete forms; coordinates and provides administrative support during meetings; and performs related work as required.

#### DISTINGUISHING CHARACTERISTICS:

Administrative Assistant is a journey level class in the series. An incumbent in this class performs a wide range of administrative duties that require knowledge of administrative support practices and procedures. This class is distinguished from the lower level class of Administrative Clerk because an incumbent in the latter class performs clerical tasks that are of routine to average difficulty. This class is also distinguished from the higher-level class of Administrative Specialist because an incumbent in the latter class performs technical administrative duties that require substantial interpretation and application of laws, regulations and/or specialized departmental and/or program policies.

#### EXAMPLES OF DUTIES AND RESPONSIBILITIES:

*The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.*

Assists in the preparation of correspondence, reports, budget documents, manuals, detailed operating procedures, minutes, agendas, and other written materials; researches and compiles data from multiple and varied sources to prepare reports or complete forms; compiles and organizes content; selects formats, edits, and proofreads various documents; and finalizes documents. Prepares, monitors, and processes a variety of transactional documents including purchase requisitions, budget requests and transfers, expenditure claims, and personnel/payroll actions. Greets customers in person or over the telephone and directs them to appropriate officials, vendors, or departmental staff; answers inquiries on administrative matters, and provides standard forms as needed; receives complaints and resolves if possible, referring unresolvable issues to a superior. Schedules meetings involving multiple participants and/or locations; prepares and distributes agendas and meeting materials; maintains appointment calendars for management. Enters and retrieves information from both hard copy and electronic records; utilizes various manual and electronic tools to log, track, summarize, and report information. Maintains, and updates general administrative filing systems in accordance with departmental records retention programs; documents retention storage; creates reference material. Budget tracking for department. Receives and assists in gathering routine financial documents, including invoices and bills; prepares payment authorizations, requisitions and check requests; maintains a department petty cash fund; requisitions a variety of supplies, parts, and materials; maintains inventory. Develops and maintains mailing lists; prepares and distributes inter-office mail; prepares difficult external mailings. May handle sensitive or confidential materials, records, files, and other privileged information. Makes employee arrangement to attend meetings. Assists in coordinating projects and assignments. Operates standard office equipment; utilizes standard business computer software in performing job tasks. May utilize specialized Santa Cruz METRO software. Drive a Santa Cruz METRO vehicle to perform assignments. Performs related work as required.

#### EMPLOYMENT STANDARDS:

##### Knowledge of:

Office practices, procedures, and equipment. Clerical processes pertaining to accounting, purchasing, and data maintenance. Methods of maintaining information in digital or hard copy files. Clerical methods of researching, gathering, organizing and reporting data. Methods of prioritizing, planning and organizing work. Time management techniques. Clerical customer service techniques. Intermediate mathematics including percentages and Intermediate statistics. Advanced telephone techniques and etiquette. The effective use of modern office equipment, personal computers, and standard business software.

**Ability to:**

Follow oral and written instructions accurately. Interpret and apply Santa Cruz METRO policies and labor contract provisions, including those related to payroll and employee benefits administration. Maintain confidentiality of materials, records, files, and other privileged information. Maintain records and control systems with accuracy and attention to detail. Type finished copy from rough draft or machine transcription. Type at a corrected rate of 40 words per minute from clear copy. Input data into a database. Adhere to established work schedules and timelines. Maintain a calm demeanor in stressful situations. Work independently using good judgment, tact, and discretion. Balance multiple assignments simultaneously and effectively. Utilize standard office equipment and computer software and learn to use specialized Santa Cruz METRO software if assigned. Communicate clearly and effectively in both oral and written form. Establish and maintain effective working relationships within the department and with other divisions, departments, agencies, suppliers, vendors, and the public.

**MINIMUM QUALIFICATIONS:**

*Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education, Training and Experience:**

Three (3) years of progressively responsible clerical experience requiring the operation of personal computers, database systems, typing and maintaining recordkeeping systems.

**LICENSES AND CERTIFICATES:**

A valid California Driver's License will be required at the time of appointment and throughout employment. Must be able to obtain and maintain a current, valid California Class "C" Driver's License.

**PHYSICAL AND MENTAL DEMANDS:**

*The physical and mental demands described here are representative of those that must be met by employees 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, the employee is frequently required to reach with hands and arms; walk, sit and stand; use finger dexterity; talk and hear; and use a keyboard. Work often requires stooping at the waist and the repetitive use of both hands to grasp and feel objects. Work may require lifting up to 20 pounds unaided. Specific visual abilities required for this job include close vision, distance vision, the ability to see colors and shades, and the ability to perceive depth.

**Mental Demands**

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; solves problems; uses math and mathematical reasoning; performs detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

**Work Environment:**

The employee typically works in a standard office environment where the noise level is moderate.

**OTHER CONDITIONS OF EMPLOYMENT:** **Must pass requisite background check.** May occasionally work extended hours or hours outside of regular schedule.

**HOW TO APPLY:**

Visit our website, [www.scmtd.com](http://www.scmtd.com) to complete our on-line application. Resumes will not be considered in place of the line application. On-line applications must be submitted by 5:00pm on April 29, 2019.