

TOWN OF SAN ANSELMO

ADMINISTRATIVE SERVICES ASSISTANT I/ ADMINISTRATIVE SERVICES ASSISTANT II

DEFINITION

To perform a wide variety of clerical and administrative duties within a department and/or for assigned program areas or projects.

DISTINGUISHING CHARACTERISTICS

ADMINISTRATIVE SERVICES ASSISTANT I – This is the entry level class in the Administrative Services Assistant series. This class is distinguished from the journey by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning to take on the more routine job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

ADMINISTRATIVE SERVICES ASSISTANT II – This is the full journey level class within the Administrative Services Assistant series. This class is distinguished from the Administrative Services Assistant I by the assignment of the full range of duties assigned, including coordination of programs or projects. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and they are fully aware of the operating procedures and policies within the work unit. Position in this class are flexibly staffed and are normally filled by advancement from the entry level.

This class is distinguished from the Senior Administrative Services Assistant in that the latter performs complex and specialized administrative support activities and exercises direct supervision over assigned clerical staff.

SUPERVISION RECEIVED AND EXERCISED

Administrative Services Assistant I

Receives immediate and then general supervision from management or supervisory staff, and may receive technical and functional supervision from professional or technical staff

May monitor volunteers.

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Administrative Services Assistant I/II (cont'd)

Administrative Services Assistant II

Receives general supervision from management or supervisory personnel; and may receive technical and functional supervision from professional or technical staff.

May provide technical and functional supervision as appropriate to volunteers.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to the following:*

Perform clerical and/or administrative duties related to assigned functional area and department; assist the public in person and on the telephone with requests or questions regarding area of assignment; and make referrals as appropriate.

Act as receptionist; answer the telephone and wait on the general public, providing information on department programs, policies, and procedures; interpret, apply and explain policies and procedures related to area of assignment as appropriate.

Coordinate and administer program(s) and/or project(s) as assigned; utilize independent judgment and initiative within scope of responsibility; research, compile, and analyze data for special projects and various reports; prepare correspondence and supporting documentation relating to area of assignment.

Type, enter, proofread and process a variety of documents including general correspondence, reports, memos, and statistical charts from rough draft, recordings, or verbal instructions; maintain a variety of routine statistical records; maintain accurate records and files of assigned program(s) or project(s).

Issue, receive, type and process various applications, reports, permits and other forms; register participants in Town sponsored programs; update and maintain copies of forms and routine documents for public use; collect and process fees and charges and receipt monies; record payments and contact delinquent accounts; may balance cash receipts.

Coordinate assembly and distribution of background materials for various agendas; may serve as secretary to boards or commissions, taking minutes of meetings and preparing official record of proceedings.

Operate standard office equipment and, as requested, run computer reports; receive, sort, and distribute incoming and outgoing mail; order supplies; schedule appointments and arrange travel, conferences and meetings.

Explain, assign, and monitor the activities of volunteers as appropriate.

Build and maintain positive working relationships with co-workers, other Town employees,

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Administrative Services Assistant I/II (cont'd)

and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Administrative Services Assistant I

Knowledge of:

- English usage, spelling, grammar, and punctuation.
- Principles of customer service and reception techniques.
- Basic mathematical calculations.
- Modern office methods, practices, procedures, and computer equipment.
- Filing and record keeping systems.
- Business letter and report writing.

Ability to:

- Perform responsible clerical and administrative duties.
- Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret, explain, and apply department and/or Town policies and procedures to the public and staff.
- On a continuous basis, sit at desk and or stand at counter for long periods of time,
- Learn the organization, procedures and operating details of the department to which assigned.
- Organize work and determine priorities in order to meet assigned deadlines.
- Maintain records and prepare general reports.
- Verify and cross check files and data.
- Make simple mathematical calculations with speed and accuracy.
- Prepare routine correspondence.
- Monitor the activities of volunteers.
- Work with various cultural and ethnic groups in a tactful and efficient manner.
- Obtain information through questioning, deal firmly and courteously with the public, handle multiple assignments, and work effectively with interruption.
- Analyze situations quickly and objectively and determine proper course of action within scope of responsibility.
- Use a computer, calculator, typewriter, telephone, dictation or recording machine, facsimile machine, postage meter, and photocopy machine.
- Type at a net speed of 60 words per minute.
- Take dictation or transcribe from a recording machine at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

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Administrative Services Assistant I/II (cont'd)

Experience and Training

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

Experience:

Two years of varied clerical experience in a public agency or involving substantial public contact.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate:

May need to possess a valid California driver's license as required by the position.

Administrative Services Assistant II

In addition to the qualifications for Administrative Services Assistant I:

Knowledge of:

- Policies, procedures and operating details of Town department to which assigned.
- Pertinent local, State, and Federal laws, ordinances and rules.

Ability to:

- Understand the organization and operations of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Compose business correspondence.
- Explain, assign, and monitor the activities of volunteers.

Experience and Training:

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

Experience:

Two years of responsible experience performing duties similar to those of an Administrative Services Assistant I in the Town of San Anselmo.

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Administrative Services Assistant I/II (cont'd)

License or Certificate

May need to possess a valid California driver's license as required by the position.

SPECIAL REQUIREMENTS:

Essential duties require the following physical skills and work environment:

Intermittently twist, bend, kneel, and squat to reach files, supplies and equipment; intermittently walk to various office locations and climb stairs; use telephone, and write or use keyboard to communicate through written means; occasionally run errands; lift or carry weight of 10 pounds or less.

Date: 2/23/96

Approved: Beth Pollard
Town Administrator