



Job Title: **Administrative Assistant**  
Department: **Community Development**  
Date: **March 8, 2023**  
 Non-Exempt  
FLSA Exemption: **N/A**  
Job Reports To: **Community Development Manager**  
Pay Grade: **5**  
 Full Time

## Job Description

### Summary/Objective

Under general direction of the Community Development Manager, performs a variety of routine to difficult administrative, customer service and office support duties; requires knowledge of the Department, its procedures, and operational details; provides administrative support to manager and departmental staff; provides information to the public and staff; provides assistance at the City Hall reception and front counter area; perform a variety of routine as well as more difficult tasks requiring some independent judgment; proficiency receiving telephone calls; greeting visitors at the front counter, offering instruction, and answering inquiries.

Utilizes a variety of office software products; performs basic administrative assignments; performs skilled word processing and data entry; composes and prepares correspondence using judgment in content and style; schedules meetings and makes meeting arrangements; responds to customer complaints and issues regarding policy and procedure interpretation. Coordinates day-to-day office operations; and performs related work as assigned.

**Essential Job Functions** *The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class. Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions:*

1. Assists the public over the telephone answering questions, receiving complaints, and transferring calls to the proper department or individual.
2. Greets public at reception area giving instruction, direction, and answering inquiries.
3. Applies a variety of office equipment including a computer and Microsoft Office applications Outlook, Word, Excel and graphics software programs.
4. Provides administrative support for Department in daily management of operations.
5. Serves as point of contact for the Community Development; provides information to the public to ensure an understanding of departmental policies and procedures.
6. Maintains calendar, makes follow-up calls, and initiates calls as necessary.

7. Answers, screens and routes telephone calls; greets, informs and directs visitors; communicates information and instructions as needed.
8. Assists customers by telephone or e-mail; responds to and takes action to resolve complaints from residents, businesses, others or refers complaints to appropriate staff.
9. Performs other clerical/administrative work as required, which may include but is not limited to copying documents, filing/retrieving files, reviewing and processing mail, faxing information, answering the telephone, scheduling appointments, meetings and events such as quarterly meetings, maintaining calendars, etc.
10. Gathers and summarizes data, composes correspondence and creates reports.
11. Maintains accurate and detailed records, often including confidential information, verifies accuracy of information, researches discrepancies, and records information.
12. Prepares and files legal notices, records documents, receives and processes applications and a variety of other activities as assigned.
13. Assists with electronic content management system; scans in documents, organizes and enters meta data, retrieves information, and redacts information as necessary.
14. Interprets and applies administrative and department policies and rules.
15. Analyzes situations carefully and adopts effective courses of action.
16. Follows oral and written instructions; accepts direction from other City staff.
17. Works quickly, efficiently, and calmly under stressful conditions.
18. May assist with planning or coordinating activities or special projects as required.
19. Coordinates and/or attends various meetings and trainings as required or appropriate, represents department as assigned; makes travel arrangements.
20. May assist with planning, organizing, or coordinating administrative or management studies relating to departmental issues and programs.
21. Facilitates activities and coordinates projects and activities across divisions.
22. Provides technical assistance to others on administrative matters; edits drafts for composition and proper grammatical structure; Makes mathematical calculations.
23. Establishes and maintains cooperative working relationships with the public and with co-workers.

**Other Job Related Duties** Performs other related duties or responsibilities as assigned.

### **Conformance Statement**

In the performance of their respective tasks and duties, all employees are expected to conform to the following:

- Perform quality work within deadlines with minimal direct supervision.
- Interact professionally with other employees, residents, suppliers and elected officials.
- Work cooperatively and effectively as a team contributor on all assignments.

- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
- Maintain the highest level of ethical behavior in all matters.

### **Competencies**

1. Ethical Conduct.
2. Time Management.
3. Organization Skills.
4. Financial Management.
5. Project Management.
6. Personal Effectiveness/Credibility.

### **Qualification Guidelines**

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

**Education** A High School diploma or equivalent. Highly desire an Associate's degree or higher in Business Administration from an accredited College or University.

**Experience** Three (3) years of increasingly responsible office support experience, performing administrative duties, including support work for one or more managers.

### **Condition of Employment**

Must possess and maintain a valid California Driver's License and maintain a clean driving record for insurability through the City of San Jacinto. Failure to maintain license/insurability will result in disciplinary procedures including suspension without pay, demotion, and/or termination without Administrative or Judicial appeal.

### **Knowledge, Skills & Abilities**

Knowledge of:

- Principles, practices and methods of administrative and organizational analysis.
- Public administration policies and procedures.
- Business applications, and data management; financial analysis techniques.
- Effective business communications and correct English usage, including spelling, grammar and punctuation; research techniques, methods, and procedures, and report presentation techniques; and City's personnel rules and regulations.
- Limited exposure to research methods, statistical techniques and applications.
- Modern office practices, methods, computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.

Ability to:

- Analyze administrative, programmatic, operational and financial problems, evaluate alternatives and reach sound conclusions.
- Perform responsible administrative work involving the use of independent judgment and personal initiative.
- Assist with conducting management, administrative, and operational studies.
- Plan, organize, and carry out assignments with minimal direction.
- Prepare clear and concise reports, correspondence, policies, procedures, presentations, and other written materials
- Establish and maintain a variety of filing, record keeping, and tracking systems; organize and prioritize a variety of projects and tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Communicate clearly, concisely and effectively, orally and in writing; use tact, discretion and sensitivity in dealing with sensitive situations.
- Establish and maintain effective working relationships with City officials, other public agencies, employees, citizen groups, and the public.

Skills to:

- Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Organize and prioritize a variety of projects and tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English 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.

### **Work Authorization/Security Clearance**

Must complete post-offer/pre-employment Department of Justice finger printing and background screening. Work authorization as required by the U.S. Citizenship and Immigration Services is mandatory within three business days of hire.

## **Disaster Service Worker Requirements**

Under California Government Code Sections 3100 - 3109, public employees are designated as disaster service workers. The term "public employees" includes all persons employed by the state or any county, city, state agency, or public district. Disaster service workers are required to participate in such disaster service activities as may be assigned to them by their employer or by law.

### **Pre-Employment**

All employment offers are contingent upon successful completion of a pre-employment physical exam, a criminal background investigation, which includes finger printing and a pre-employment physical and drug/alcohol test.

### **Working Conditions, Mental and Physical Demands**

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

### **Work Environment**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and minimal direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Indoor office environment; the employee is frequently required to sit, stand, walk, use hands and fingers, and reach with hands and arms. Lifting and carrying up to 40 pounds. Noise and temperatures are moderate and fumes are not generally present.

### **Physical Demands**

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 books and files from shoulder-level and above, carry, push, and pull materials and objects weighing up to 40 pounds.

Visual acuity to perform routine filing of documents is required; and use of a computer keyboard and software. While performing the duties of this job, the employee is regularly required to see, talk, and hear.

### **Essential Mental Functions**

Regularly use of written and oral communication skills, read and interpret data, analyze and solve problems; observe and interpret situations; interact with City staff. Be able to make quick decisions, supervise others, problem solve, read, write, and speak publicly. Essential to be able to read, organize, process and interpret data.

Be able to make quick decisions, provide guidance and direction to others, problem solve, read, write, and speak publicly. Essential to be able to read, organize, process and interpret data, and be able to add, subtract, multiply and divide.

### **Supervisory Responsibility**

This position has no supervisory responsibilities.

### **Expected Hours of Work/Work Schedule**

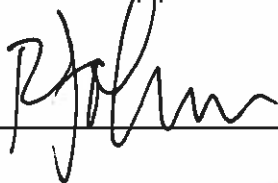
Monday – Thursday 7:00 AM – 6:00 PM (4x10 workweek) with a 60-minute lunch break.

### **Travel**

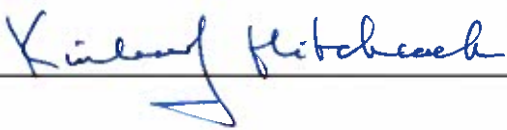
Regular, local travel is expected for this position. Occasional out of town travel for conferences, workshops, and various training opportunities is likely.

**Disclaimers and Approval** The disclaimer informs the employee that the job description is not a contract between the employee and the employer, that the employer may change the job description or that the employer may request the employee to perform additional duties.

This job description has been approved by all levels of management:

City Manager  Date 3/9/2023

Community Development Manager  Date 3/8/23

HR  Date 3/8/23

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Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_