

## **ADMINISTRATIVE ASSISTANT I**

### **DEFINITION**

Under immediate supervision, performs routine clerical and administrative duties; directs calls and visitors; performs data entry; types memos and correspondence; provides information and assistance to the public; and performs related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

This is the entry level in the Administrative Assistant series. This class is distinguished from the Administrative Assistant II by the performance of the more routine tasks and duties assigned to positions within the series. As experience is acquired, the employee performs with less immediate supervision. Assignments are generally limited in scope and are performed within a procedural framework.

### **REPORTS TO**

Higher level management and supervisory staff.

### **CLASSIFICATIONS SUPERVISED**

This classification does not exercise supervision over lower level staff.

**EXAMPLES OF DUTIES** – *The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.*

Performs routine clerical duties in assigned area; assists the public in person at front counter or by phone; schedules appointments; answers inquiries related to department services, programs, and operations; types and prepares a variety of forms, letters, memos, reports and related documents; assists in preparing notices, reports, flyers, letters, or other documents and information; compiles data and maintains forms and spreadsheets; opens and process incoming mail; may assist in receiving and processing applications; maintains files and records; performs related duties as required.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and fax machine.

## **ADMINISTRATIVE ASSISTANT I - 2**

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; continuous contact with staff and the public.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- Modern office practices, including computers and specialized software.
- English grammar, vocabulary, spelling, and punctuation.
- Recordkeeping and filing practices.
- Principles and practices of customer service.
- Methods and techniques of typing correspondence, documents and spreadsheets.

#### **Ability to:**

- Learn the basic principles of the automated systems used in the department.
- Type with speed and accuracy.
- Learn the operations of assigned department or unit.
- Perform routine typing and filing duties.
- Respond to citizen's questions and direct to other staff as necessary.
- Enter data accurately into automated system.
- Handle and process confidential and sensitive information.
- Effectively communicate both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Understand and carry out oral and written directions.

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

#### **Education**

A high school diploma or GED equivalent.

#### **Experience**

One (1) year of office/clerical experience.

#### **Special Requirements**

Possession of an appropriate California Driver's License issued by the California Department of Motor Vehicles.