

ADMINISTRATIVE ASSISTANT II

DEFINITION

Under general supervision, performs a variety of general clerical and administrative duties; directs calls and visitors; performs data entry to process a variety of forms and documents; types memos and correspondence; provides information and assistance to the public; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is the journey level classification in the Administrative Assistant series. This classification is distinguished from Administrative Assistant I in that incumbents at this level are responsible for independently performing the full range of assigned duties.

This classification is distinguished from the Senior Administrative Assistant in that the latter is an advanced journey level classification assigned to positions which require a specialized functional expertise, or which provide lead supervision over assigned staff.

REPORTS TO

Higher level management or supervisory staff.

CLASSIFICATIONS SUPERVISED

This classification does not exercise supervision over 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 a variety of general clerical and administrative duties in assigned area; within assigned areas duties can include assisting in the permit process, logging, tracking and assessing fees and receiving payments, performing work within proprietary computer programs that may involve statewide automated systems, issuing benefits for state funded programs, and monitoring and scheduling building and vehicle maintenance, or assisting in voter registration and elections; types and prepares a variety of forms, letters, memos, reports and related documents; assists the public in person at the front counter or by phone; schedules appointments; answers inquiries related to department services, programs, and operations; prepares notices, reports, flyers, letters,

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or other documents and information; performs basic tracking duties for financial records within assigned programs; maintains electronic and physical files; compiles data and maintains forms and spreadsheets; manages confidential information and data that may include medical charts; verifies that information or data is complete, accurate and consistent; maintains voter registration rolls and processes voting materials; opens and processes incoming mail; receives and processes applications; performs data entry to process a variety of forms and documents; processes timecards; maintains files and records; and 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.

TYPICAL WORKING CONDITIONS

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

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of assigned department.
- Modern office practices, including computers and assigned software.
- English grammar, vocabulary, spelling, and punctuation.
- Recordkeeping and filing practices.
- Processing requirements for specific forms and applications.
- Principles and practices of customer service.
- Basic principles of the automated systems used in the department.
- Methods and techniques of typing correspondence, documents and spreadsheets.
- Basic mathematics such as addition, subtraction, multiplication, division, decimals, fractions and percentages.
- Applicable state and federal guidelines and regulations.

Ability to:

- Type with speed and accuracy.
- Interpret and apply department policies and procedures.
- Perform 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.
- Make basic mathematic calculations.
- Communicate effectively, both orally and in writing.
- Understand and carry out oral and written directions.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

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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 full-time experience as a Administrative Assistant I with Amador County.

OR

Two (2) years of full-time increasingly responsible office/clerical experience.

Special Requirements

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