

**SENIOR ADMINISTRATIVE ASSISTANT**

**DEFINITION**

Under direction, leads, directs, assigns, reviews and participates in the work of staff responsible for providing clerical and administrative support within an assigned department, unit or program; performs highly responsible and specialized clerical and administrative duties; explains rules, policies and operations related to assigned area; provides information and assistance to the public; may coordinate administrative and clerical activities for a County-wide program; may oversee, monitor, and/or direct the work of lower level staff; and performs related duties as required.

**DISTINGUISHING CHARACTERISTICS**

The Senior Administrative Assistant is the advanced journey level classification in the series. This classification is distinguished from the Administrative Assistant II by the performance of the most complex duties assigned to the series. Positions assigned to this level require a specialized functional expertise, or may serve in a lead supervisory capacity over lower level staff.

**REPORTS TO**

Higher level management or supervisory staff.

**CLASSIFICATIONS SUPERVISED**

This classification may exercise technical or functional supervision over lower level clerical 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.*

Leads, directs, assigns, reviews and participates in the work of staff responsible for providing clerical and administrative support within an assigned department, unit or program; performs highly responsible and specialized clerical and administrative duties; within assigned areas, duties can include serving as the County's liaison to vendors and other outside agencies to ensure that proper contract documentation is received and that services are provided; provides

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specialized administrative and clerical support to a program that involves all County departments; performs coordination and leadwork over a specialized area, such as workers compensation; instructs employees in the interpretation and application of regulations, policies and procedures related to the department's programs; assists the public in person or by phone; schedules appointments; answers inquiries related to department services, programs, and operations; prepares notices, reports, flyers, letters, or other documents and information; performs basic tracking of financial records for specialized programs; maintains electronic and physical files; compiles data and maintains forms and spreadsheets; manages confidential information and data; verifies that information or data is complete, accurate and consistent; maintains files and records; performs data entry to process a variety of forms and documents; 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, activities, goals and purpose of assigned department.
- Modern office practices, including computers and assigned software.
- English grammar, vocabulary, spelling, and punctuation.
- Recordkeeping and filing practices.
- Principles and practices of customer service.
- Principles of the automated systems used in the department.
- Methods and techniques of typing correspondence, documents and spreadsheets.
- Mathematics such as addition, subtraction, multiplication, division, decimals, fractions and percentages.
- Applicable state and federal guidelines and regulations.
- Principles of lead supervision and training.

#### **Ability to:**

- Answer a variety of questions related to assigned areas programs and processes.
- Interpret and explain rules, regulations, and procedures used in assigned area.
- Plan, assign and review the work of staff.

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- Exercise sound judgment when initiating processes, actions and alternatives within established procedures and regulations.
- Interpret and explain procedures to others.
- Interpret and apply department policies and procedures.
- Prioritize, organize, assign, and monitor workload.
- 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 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.

**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 II with Amador County.

OR

Three (3) 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.