

## **ADMINISTRATIVE AIDE/CITY COUNCIL**

### **Definition:**

Under general supervision performs a variety of responsible and sensitive secretarial work for City Council members; screens, prioritizes, and directs callers, visitors and communications; coordinates calendars and appointments; performs a variety of specialized secretarial, clerical and office support duties of above average difficulty and performs related work as required.

### **Class Characteristics:**

The Administrative Aide/City Council is distinguished from the classification of Secretary by its regular contact with and support of the Mayor and City Council Members and the level and frequency of interfaces with Council appointees, local community and business representatives and other governmental representatives. The duties performed by the Administrative Aide/City Council require a high level of sensitivity and tact, as well as a thorough understanding of City programs and services and the roles and responsibilities of commissions and committees.

### **Essential Duties and Responsibilities:**

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Operates a personal computer and uses applicable software to produce a variety of correspondence, memoranda, reports and other material.

Compiles and types detailed reports and other items.

Organizes, maintains and revises office filing systems.

Reviews and checks documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations.

Composes and prepares correspondence and other documents independently.

Provides information to City Council Members, City staff and members of the general public, in person and by telephone, where judgment, knowledge and interpretation of departmental and City policies and regulations are necessary.

Receives complaints, answers questions as appropriate and exercises judgment in determining proper course of action.

Screens telephone calls, visitors and written and electronic communications and refers same to appropriate staff.

Schedules appointments and coordinates meetings and presentations; and makes conference, facility, and travel arrangements and handles expense reimbursements.

Performs a variety of specialized clerical and other support duties for the City Council and other City Manager's Office staff as assigned.

Operates a variety of office equipment.

**Other Duties and Responsibilities Include:**

Performs other projects/tasks as assigned.

Lifts or moves boxes of files and other items weighing 30 pounds or less.

Opens, stamps and routes mail and orders office supplies.

May direct clerical staff performing routine clerical work.

May drive a vehicle on City business.

**Contacts and Relationships:**

The Administrative Aide/City Council establishes and maintains contact with staff in the City Manager Department, City Council Members and staff in other City departments. Additional contact will occur with the public, other governmental representatives and various groups and their representatives.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class include the following:

**Knowledge of:**

English usage, spelling, grammar and punctuation.

General office practices and procedures.

Business letter and report writing.

Computer applications related to area assigned.

Financial and general recordkeeping.

Business math.

Filing and indexing methods.

Basic directional/training techniques.

Receptionist, telephone and customer service techniques.

**AND**

**Ability to:**

Perform responsible secretarial and clerical work involving the use of independent judgment and initiative.

Learn, interpret and apply policies, rules and regulations related to area assigned.

Maintain the confidentiality of sensitive information.

Make sound decisions in accordance with established policies and procedures.

Compose correspondence independently.

Communicate effectively orally and in writing in English.

Adhere to multiple deadlines and handle multiple projects.

Prepare reports with accuracy and speed and make accurate mathematical calculations.

Establish and maintain effective relationships with those contacted in the course of work.

Read and write at the level required for successful job performance.

Operate a personal computer and use applicable software.

Understand and carry out oral and written instructions independently.

Meet the public with courtesy and tact.

**A typical way to obtain the knowledge and abilities is as follows:**

**Education:**

Graduation from high school.

**AND**

**Experience:**

Three years of increasingly responsible secretarial or clerical duties at the Clerical Assistant III level with the City of Fullerton or in a similar position.

**Special Requirements Include:**

Type at a net speed of 50 words per minute.

Must be able to work a flexible schedule to accommodate City needs.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed in an office environment and requires sitting for prolonged periods of time. The incumbent uses a computer, keyboard and related equipment, stands, walks and may twist, reach, bend, crouch, kneel, grasp, push, pull, drag and lift boxes of files and other items weighing 30 pounds or less. The incumbent may drive a vehicle on City business and must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Fair Labor Standards Act Designation:** Non-exempt.

Established September 2007