

**ADMINISTRATION
SECRETARY TO THE CITY ADMINISTRATOR**

GENERAL DUTIES: Under the direct supervision of the City Administrator, perform a wide variety of clerical and administrative tasks for the City Administrator and, on occasion, the Mayor and City Councilmembers.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-worker, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expect the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Organize and effectively manage the office of the Administration Department.
2. Transcribe and compose correspondence, documents, minutes, reports, forms and /or data from rough notes, recordings, dictation and /or oral instructions.
3. Establish and maintain the City Administrator's files, some being confidential in nature. May research files and records for various departments or the public.
4. Receive the public and provide customer service information in response to citizen requests, in a courteous and professional manner.
5. Establish and maintain appointment calendars and tickler files.

6. Make necessary arrangements for seminars and meetings, dinners and receptions, notifying participants and follow-up as required. May assist with travel arrangements as required.
7. Answer telephone, provide information in response to inquiries, direct calls as needed, in a courteous and professional business manner. Make outgoing calls as necessary, including, but not limited to returning calls, requesting information, and performing telephone surveys.
8. Design, prepare, and assemble a variety of forms, folders, agendas, packets, brochures, fliers and announcements, and arrange for distribution.
9. Attend meetings as directed, and may record and transcribe summary minutes. May forward pertinent information to department staff.
10. Maintain and balance petty cash fund and arrange for reimbursements.
11. Is responsible for the monthly collection, review, maintenance, and forwarding of payroll time records, and part-time employee hours.
12. Operate any of a wide variety of common office machines including telephone, typewriter, calculator, or adding machine, postage meter and scale, copier, personal computer, laser jet printer, fax machine, lettering machine, dictation/transcription equipment, recording equipment, binding machine, and scanning/optical imaging equipment.
13. Participate in training programs and assigned committees.
14. May utilize specialized software programs.
15. Responsible for the ordering/purchasing of department supplies or office equipment. Prepare purchase orders and process requests for the vendor payments. Assist in staff expense reimbursement requests.
16. Administer the Customer Service Program.
17. Assist City Administrator in annual preparation of Budget and Capital Improvement Budget.
18. May receive summons, subpoenas and claims for the City and keep a record of same.
19. Perform related work as required.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

SKILLS:

1. Establish and maintain recordkeeping and filing systems.
2. Schedule appointments for department staff.

3. Operate a personal computer using word-processing and spreadsheet software.
4. Transcribe from recordings, dictation and /or oral instructions.
5. Compose letters and reports independently.

KNOWLEDGE: Knowledge of:

1. Office practices and procedures, filing systems.
2. Correct English usage, grammar, spelling and punctuation.
3. Basic arithmetic.
4. Report and letter writing.
5. Customer service techniques.
6. Word-processing and spreadsheet software.
7. Organization and functions of City government.
8. Laws and regulations on privacy, confidentiality, and public disclosure.

ABILITIES: Ability to:

1. Read, understand, and interpret policies, procedures, and regulations.
2. Organize and prioritize workload effectively to meet deadlines.
3. Carry out projects with minimal supervision.
4. Establish and maintain effective working relationships with supervisor, co-workers, other departments, elected officials, outside agencies, and the general public.
5. Communicate effectively.
6. Work on assignments that are moderately complex in nature, where judgement is required in resolving problems and making routine recommendations.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or headset
4. Copier
5. Calculator
6. 10-key adding machine
7. Facsimile machine
8. Typewriter
9. Postage meter and scale
10. Lettering machine
11. Dictation/transcription equipment
12. Binding machine
13. Paper cutter
14. Paper shredder
15. Specialized computer software
16. Automobile
17. Computer scanner
18. Television and VCR
19. Microphone and equipment
20. Tape recorder
21. Video camera

PHYSICAL DEMANDS:

Under typical office and field conditions, employee will perform the following physical activities, which include handling files, books, binders, and boxes of work-related material:

1. Sitting for prolonged periods of time while working at the computer or attending meetings, including Council meetings
2. Walking
3. Standing
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.
11. Speed, in meeting deadlines and using office equipment
12. Driving

SENSORY DEMANDS:

Under typical office and field conditions, employee utilizes these senses while using a computer,

typewriter, telephone, fax machine, copier, adding machine, postage meter, paper shredder, paper cutter, camera, computer scanner, TV, VCR, tape recorder, or microphone equipment and vehicle:

1. Seeing
2. Speaking
3. Hearing
4. Touching

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, over 90% of the time.
2. Flooring: Low level carpeting, linoleum, tile, wood, etc.
3. Noise Level: Conducive to office settings with phones, copiers, faxes, and typewriters.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical conditions when traveling to meetings or seminars, attending training or delivering agendas, less than 10% of the time.
2. Travel: Under varying conditions in an automobile or plane, less than 5% of the time.
3. Flooring: Asphalt, dirt, carpet, tile, linoleum, wood, uneven surfaces, etc.
4. Noise Level: Varying low to high levels, when working or traveling in the field.
5. Lighting: Normal outdoor conditions, and chance exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provide by an automobile or plane.
7. Dust or Fumes: Normal to high levels of dust, vehicle exhaust, pollen, etc.

HAZARDS:

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, radio, paper shredder, paper cutter, television, VCR, tape recorder, video camera and microphone equipment.

ATMOSPHERIC CONDITIONS:

Minimal exposure to fumes occurs in a typical office and field environment. Typical office exposure to fumes or gases may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE, AND QUALIFICATIONS:

1. Any combination of training and experience equivalent to high school graduation and

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five years of increasingly responsible secretarial work, including word-processing and spreadsheet software experience.

2. Pass a post-offer medical examination, which includes a drug test.
3. Keyboarding speed of 55 net words per minute.
4. Perform speedwriting.
5. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
6. Pass a Department of Justice criminal record check for employment.
7. Prefer non-tobacco user.