

TAHOE-TRUCKEE SANITATION AGENCY

Class Specification

Job Title: Administrative Assistant I/II

Department: Any

FLSA Status: NON EXEMPT

Revised as of: 12/2019

DEFINITION

Performs a variety of general administrative and customer support duties for an assigned unit or function; prepares documents, correspondence and routing reports; and provides information and assistance to the public.

DISTINGUISHING CHARACTERISTICS

Administrative Assistant I - This is the entry level class in the Administrative Assistant series. Positions in this class typically require little directly related work experience. The Administrative Assistant I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under close supervision while learning job tasks, progressing to relatively less supervision as procedures and processes of assigned area of responsibility are learned.

Administrative Assistant II - This is the journey level class in the Administrative Assistant series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive relatively less instruction or assistance and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level once the incumbent meets the qualification standards of the II level, demonstrates an ability to perform the full scope of the work, and otherwise meets performance standards.

SUPERVISION RECEIVED AND EXERCISED

Administrative Assistant I

Reports directly to, and receives immediate supervision from the assigned supervisor.

Administrative Assistant II

Reports directly to, and receives general supervision from the assigned supervisor.

JOB TITLE: Administrative Assistant I/II

EXAMPLES OF DUTIES (for Administrative Assistant I and II): *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

- Performs a variety of administrative and customer support duties for an assigned function including maintenance of accurate and detailed logs and records; verifies the accuracy of information; researches and resolves discrepancies, as assigned.
- Acts as a receptionist; answers phones; assists with answering inquiries from the general public in person, on the phone, via mail or by email; researches and provides information on billing, departmental or unit policies, procedures; takes and processes customer payments; confirms information; and processes other requests as required.
- Assists with processing reimbursements and providing the status of applications or processes; tracks permits, invoices, purchase orders, and/or other information, as assigned.
- Compiles and verifies information; prepares, proofreads, and distributes a variety of documents which may include reports, memoranda, forms, applications, correspondence, agendas, minutes, flyers, charts, meeting handouts, and/or other items, as assigned.
- Tracks sewer connection permits and provides information to customers regarding applicable Agency rules, regulations.
- Processes and distributes checks to vendors and employees.
- Assists accounting as needed, including: processes accounts payable including the review and matching of invoices and purchase orders, state sales tax corrections and check requests.
- Provides administrative support for a variety of special projects.
- Maintains physical and electronic filing and records systems and logs; scans and copies documents and files; ensures accuracy of files and records; updates information as needed; keeps reference materials up to date, as assigned.
- Processes and distributes mail; processes cash receipts; verifies balances and prepares associated documentation.
- Prepares for, and confirms arrangements for, meetings and special functions; and receives, organizes and maintains inventory of office materials and supplies, as assigned.
- Represents the Agency with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Builds and maintains positive working relationships with co-workers, other Agency employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Administrative Assistant I

Knowledge of:

- Modern office practices, methods, and computer equipment including relevant software programs.
- Methods and procedures for accurate record and file maintenance.
- Methods and procedures cash handling and processing.

JOB TITLE: Administrative Assistant I/II

- Operation of office equipment including personal computers, fax machines, copiers, printers, telephones, voicemail and e-mail systems, etc.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

Ability to:

- Learn to perform a variety of administrative and customer service duties in support of the assigned function.
- Learn to know, understand and explain operations; learn requirements and essential aspects of the job; learn to observe and report problems; learn to review, analyze and interpret documents and information, remember instructions; and communicate information to others.
- Learn the policies and procedures related to the assigned department or function.
- Learn to balance and reconcile cash drawers and prepare accurate documentation.
- Provide excellent customer service.
- Understand and carry out oral and written instructions, and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of Agency goals, objectives and activities.

Experience and Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

One year of clerical experience.

Education:

Equivalent to the completion of the twelfth grade.

JOB TITLE: Administrative Assistant I/II

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of a valid California or Nevada Class C Driver License is desirable.

Administrative Assistant II

In addition to the qualifications for the Administrative Assistant I:

Knowledge of:

- Policies and procedures related to the department and/or function assigned.
- Methods and procedures of administrative research.
- Relevant local, State, and Federal laws, rules and regulations related to area of assignment

Ability to:

- Independently perform a variety of administrative and customer support duties.
- On an ongoing basis, know, understand and explain operations; know all requirements and essential aspects of the job; observe and analyze and propose solutions for problems; review, analyze and interpret documents and information, remember instructions; and communicate tasks or projects to others.
- Conduct research, collect, analyze and summarize information and present it in accurate reports and documents.
- Balance and reconcile cash drawers and prepare accurate documentation.
- Explain departmental policies and procedures of function to which assigned.

Experience and Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible journey experience similar to Administrative Assistant I with T-TSA.

Education:

Equivalent to the completion of the twelfth grade.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of a valid California or Nevada Class C Driver License is desirable.

JOB TITLE: Administrative Assistant I/II

PHYSICAL REQUIREMENTS (for Administrative Assistant I and II)

Work effectively at desk, table or counter for long periods of time; intermittently move around the office while performing work activities and to reach needed items; manipulate and file documents; operate and adjust office equipment; manipulate, activate, operate and adjust equipment; ascend and descend ladders or step stools to reach equipment or other items and to access areas out of reach; and move or transport weight of 20 pounds or less.

WORKING/ENVIRONMENTAL CONDITIONS (for Administrative Assistant I and II)

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment.