

**City of Sebastopol
Job Description**

Job Title: Senior Administrative Assistant
Division: Miscellaneous
Department: As Assigned
Location: As Assigned
Shift: As Assigned
Reports To: As Assigned
Prepared By: Human Resources
Approved By: City Council
Approved Date: October 7, 2014
FLSA Status: Nonexempt

SUMMARY

Works under a minimum of supervision performing difficult, complex administrative and technical support duties, receives requests for information and provides assistance to individuals who contact the assigned Department or Departments. Incumbents perform a full range of administrative and technical support duties, which may include customer service, organization and coordination of work load, preparation of reports and agenda items, public hearing notices, official record-keeping and reporting to other agencies, and explanation of City ordinances and procedures to the public, applicants, or persons doing business with the City, preparation of all requiring considerable department/program knowledge. Most assignments in this classification are primarily daytime, but some may require regular attendance at evening meetings or other events.

SUPERVISION

Incumbents in this classification work under direction provided by the Department director, and perform journey-level administrative and technical support work, which may require the application of technical skills or knowledge of detailed or specialized activities related to the functions of the Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Performs a wide variety of routine and complex office, administrative and technical support tasks and duties, including organization and coordination of work; ability to set priorities and meet deadlines;
- Assists the public by phone and may receive visitors at a public counter; listens to and receives complaints; responds to questions and concerns from the general public when possible and otherwise directs them to the appropriate staff person or department; represents the City to all callers and visitors in a professional and customer-friendly manner;
- Responds to requests for information from City department staff and coordinates inter-department activities as required;
- Demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties;

- Understand, interpret and provide specific information regarding department services or policies to the public or other employees;
- Assists with project management and contract administration as required;
- Prepare minor staff reports for the Department as required;
- Prepare Department payrolls, review timesheets as applicable;
- Schedule inspections, meetings and appointments for Department staff as required;
- Assist with special projects as necessary; assists in supporting other departments as needed;
- Uses computers to enter, prepare, and proofread drafts, labels, forms, applications, handouts, envelopes, and a variety of documents, which may include complex correspondence, agendas, press releases, reports and memos; prepares and distributes a variety of documents; creates logs, databases, and forms;
- As assigned, updates City website and other platforms;
- Operates telecommunications equipment; calculator, bindery, copier machine, fax machine, computer and other related office equipment;
- Maintains department filing systems, prepares new files and maintains index;
- Schedules and coordinates meetings, classes, training, and interviews;
- Orders and track expenditures for office supplies and equipment purchase and maintenance; processes payments by customers; sorts and distributes mail; maintains a variety of files and records;
- As applicable, reviews plan or other permit submittals from applicants to ensure compliance with application requirements and payment of fees; tracks submittals through the review process; calculates and collects fees for submittals; assists customers with applications; issue minor permits.
- Maintains accurate and detailed listing of current projects;
- As applicable, compiles public notice mailing lists utilizing Assessor Parcel Maps and a variety of available software to identify current owners of property and ensure appropriate recipients; performs other research using property ownership or other records; prepares and distributes public hearing notices, ensuring that required timeframes are met;
- Prepares meeting agendas as requested; distributes meeting packets; may attend and takes minutes at board, commission, inter-departmental or other meetings; transcribes meeting minutes; may record meetings with a video camera and manage video files;
- Attends department and other City meetings as requested;

- Manages minor departmental programs, functions, or activities, including, as applicable, collection and record of fees paid and refunded;
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public;
- Ability to communicate clearly and with patience, respect and tact to the public on matters related to the Department and work collaboratively with other City employees as well as board and commission members as applicable;
- Perform research under minimal direction;
- Readily adapt to changing priorities;
- Write clearly, concisely, and accurately with good use of language and grammar;
- Ability or aptitude to read basic plans and maps, such architectural drawings, zoning maps, Assessor's Parcel Maps and similar maps.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

Education equivalent to completion of the twelfth grade, and three years related experience and/or training, or an equivalent combination of education and experience. Experience related to municipal or related organizations and the specific functions of the hiring department is preferred.

LANGUAGE SKILLS

Ability to read, understand and produce business correspondence, reports and other documents related to department functions; knowledge of the rules of English grammar, punctuation and spelling; knowledge of conventional business correspondence formatting; ability to communicate complex information clearly to customers and department staff, both in writing and orally.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. Knowledge of simple office bookkeeping methods and practices. Ability to construct and use computer spreadsheets.

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to properly interpret, explain, and make decisions in accordance with department policies and practices, city codes, laws and regulations.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of a valid California Driver's license.

OTHER QUALIFICATIONS

Ability to type, use MAC and/or PC-based word processing software, spreadsheets, and other computer and on-line applications.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand and/or walk; use hands to finger, handle, or feel objects, tools, or controls; reach up with hands and arms; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Appointment to this position will be contingent upon passing a standard City medical examination.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.