

Tempe Fire Department Policies and Procedures

Administrative Assistant I/II

410.02W

Rev 3-1-06

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of general clerical to administrative support duties for a City department, division, or program; and to provide information and assistance to the public.

Supervision Received and Exercised:

Administrative Assistant I

Receives general supervision from management, professional, technical or higher level administrative assistant or management assistant positions.

Administrative Assistant II

Receives general supervision from management, professional, technical staff. May exercise functional and technical supervision over Administrative Assistant I and part-time staff.

Distinguishing Characteristics:

Administrative Assistant I - This is the entry-level class to the Administrative Assistant series. This class is distinguished from the Administrative Assistant II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have limited directly related work experience.

Administrative Assistant II - This is the full journey-level class within the Administrative Assistant series.

Employees within this class are distinguished from the Administrative Assistant I by the performance of the full range of duties including the most complex and/or sensitive work. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed, and are typically filled by advancement from the lower class of the series, or when filled from the outside, require prior administrative support experience.

Appointment to the higher class requires that the employee be performing the full range of duties assigned to the class. While both levels of the series may share many of the same types of duties, the Administrative Assistant II level performs administrative support work that has greater variety, complexity, sensitivity, and autonomy

Examples of Duties:

This flexible class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the flexible class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Administrative Assistant I duties may include, but are not limited to, the following:

- Type and proofread a variety of documents including general correspondence, agendas, reports, memos and statistical charts from rough draft, recordings, forms, copy, notes, or verbal instruction. May sign and distribute form letters.
- Perform a variety of routine clerical work including filing, billing, verifying and recording information on records.
- Act as a receptionist; answer the telephone and wait on the general public, providing routine and general information on departmental and City policies and procedures as required; refer telephone calls to appropriate department personnel.
- Compile data for statistical and financial reports; maintain a variety of statistical records; check and tabulate basic statistical data; prepare simple statistical reports.
- Process personnel, payroll and purchasing information; order and maintain office supplies; resolve errors in orders received and on invoices.
- Perform record keeping for various funds and expenditures; maintain inventory records and other department and program files.
- Sort and file documents and records, maintain alphabetical, index, and cross-reference files.
- Operate a computer, calculator and/or other office equipment.
- Receive, sort and distribute incoming and outgoing correspondence.
- Issue, receive, type and possess various applications, permits and forms
- May receive incoming telephone and voice radio calls, record required information and use voice radio to dispatch necessary City services; maintain radio contact with City units.

- May maintain and control petty cash fund; accept payment of fees and make change; maintain and process cash records.
- May enter data and information into computer.
- Perform related duties as assigned.

In addition to the aforementioned duties, Administrative Assistant II duties may include, but are not limited to, the following:

- Compose routine correspondence related to assigned responsibilities; type and proofread a wide variety of reports, letters, memos, forms, and statistical charts; type from rough draft, verbal instructions or recordings; may sign and distribute correspondence.
 - Compile and organize data and background material and prepare a variety of statistical, financial, operational and special project reports. Maintain a variety of statistical records; verify and tabulate basic statistical data.
 - Establish, organize and maintain filing systems; perform record keeping for various funds and expenditures; maintain inventory records and other department and program files; handle and maintain sensitive and confidential information and records.
 - Operate a variety of office equipment including a computer; input and retrieve data and text; organize and maintain disc storage and filing.
 - Process personnel, payroll and purchasing information; order and maintain office supplies; resolve errors in orders received and on invoices.
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- Maintain calendars and schedules of activities, meetings and various events; set meetings and appointments; coordinate activities with other City departments, the public and outside agencies; coordinate travel arrangements; ensure that meeting facilities are prepared.
 - Verify and review materials for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records and reports.
 - Implement and assist in developing procedures and policies related to assigned functions.
 - May act as a receptionist; answer the telephone and wait on the general public, providing routine and general information on departmental and City policies and procedures, regulations, systems, and precedents relating to area of assignment; issue, receive, and process various applications, permits, and other forms; screen mail and telephone calls and respond to and resolve routine complaints and issues; refer remaining issues to appropriate department personnel.
 - May attend meetings, take minutes and transcribe as necessary; coordinate and participate in the preparation and processing of agendas; ensure that staff reports are typed; ensure that agenda packet is complete including all staff reports and related supporting documents; coordinate the duplication, collation, and distribution of agenda packets.
 - May maintain and control petty cash fund; accept payment of fees and make change; maintain and process cash records.
 - Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Administrative Assistant I

Some general clerical experience including public contact.

Administrative Assistant II

Two years of responsible clerical or secretarial experience including public contact.

Training:

Administrative Assistant I

Equivalent to the completion of the twelfth grade. Additional specialized clerical training is desirable.

Administrative Assistant II

Equivalent to completion of the twelfth grade supplemented by specialized administrative course work in general office and business practices. Associate's Degree is desirable.

Effective March 2006 (newly created flexible classification series)