



CLASS SPECIFICATION

SENIOR ADMINISTRATIVE SUPPORT SPECIALIST

POSITION DESCRIPTION

Nature of Work: Under general supervision, provides complex office clerical support to a specified City department, may provide lead supervision to two or more assigned clerical staff and/or be assigned to work in a program area requiring specialized complex technical knowledge or perform activities relating to the compiling, analysis and development of the budget of several divisions or a department; and related work as required.

Class Characteristics: This is the advanced and/or specialized office support class of the Office Assistant series. This class is distinguished from the Administrative Support Specialist II class in that incumbents in the Senior Administrative Support Specialist class perform the more difficult and specialized office clerical assignments which require that incumbents be responsible for the application of specialized and complex knowledge of a program area, such as building permit applications processes and procedures, and have the delegated authority or discretion to approve such permits, perform budget preparation work for several divisions of a department and may have lead supervisory responsibility for assigned clerical staff. This office assistant class is distinguished from the secretarial class series in that incumbents in the latter perform secretarial support work for the department head of an assigned department. The Senior Administrative Support Specialist is further distinguished from the Administrative Support Specialist II class by the complexity of assignments, broad program(s) knowledge, and the criticality of decisions and actions.

Essential Duties: Performs complex and/or specialized clerical support work requiring independent action and knowledge of an assigned department's policies, procedures, processes and general practices relating to program requirements; may prepare the preliminary budget figures and monitor expenditures for one or more divisions of the assigned department; provides lead direction and work review for assigned clerical staff; organizes and assigns work, sets priorities and follows-up to ensure coordination and completion of assigned work; trains new department clerical staff in work procedures; researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; makes arithmetic or statistical calculations; provides information to the public or to City staff that may require the use of special program knowledge, judgment and the interpretation of City, state, or federal codes, policies, rules, regulations or procedures; organizes and maintains various departmental files and processes; through delegation, may approve permit or other applications that do not require professional review; prepares correspondence, reports, forms, and specialized documents from drafts, notes dictated tapes or brief instructions using a variety of word processing, spreadsheet, and publishing software applications; proofreads and checks prepared or submitted plans and materials for accuracy, completeness and compliance with City and departmental policies and regulations; tracks projects and application materials to ensure timeliness of processing and compliance with requirements; reviews reports for accuracy and makes corrections as required; attends to a variety of office administrative details such as ordering supplies,

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arranging for the repair of equipment, transmitting information, and keeping reference or brochure materials up to date; acts as receptionist and receives and screens visitors and telephone calls, directing the caller to the proper person or personally handling the call; operates standard office equipment; and may provide backup clerical support for other clerical positions.

QUALIFICATIONS

Knowledge, Abilities, and Skills

Knowledge of:

Policies, procedures, practices, code and legal requirements related to the department to which assigned.

Basic supervisory principles and practices.

Operation of a variety of word processing, spreadsheet, and publishing software applications.

Operation of standard office equipment including office computers and networks.

Computer and paper record keeping, report preparation, and filing methods.

Office management practices and procedures.

Standard business arithmetic, including percentages and decimals.

Correct English usage, including spelling, grammar, and punctuation; and standard office document formatting.

Ability or Skill to:

Perform complex and/or specialized clerical support work for an assigned department. Plan, assign and review the work of others.

Train others in work procedures.

Organize, prioritize and coordinate work activities. Read and interpret rules, policies and procedures.

Review plans, documents and reports for completeness and compliance with requirements.

Provide clear, concise, and detailed information to the public or professionals regarding program requirements and permit and/or application procedures.

Organize, research, and maintain office files.

Communicate tactfully and effectively with those contacted in the course of the work.

Compose routine correspondence from brief instructions.

Use initiative and sound independent judgment in applying general guidelines.

Operate an office computer and software applications in a manner appropriate to the position.

Operate standard office equipment.

Experience and Training: Any combination of education and experience equivalent to a high school diploma, G.E.D., or California High School Proficiency Examination Certification and four years of responsible general clerical or office assistant experience. Some college or business school course work in office administration or supervision is desirable.

Special Requirement: Some positions may require the possession of a valid California driver's license.

Physical Requirements: Ability to sit and stand for prolonged periods of time, bend, stoop, speak and hear. This class requires the use of hands and arms to operate a computer keyboard, grasp objects, and to reach. Employees in this class must occasionally lift and/or move up to 25 pounds.

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Probationary Period: 6 months

FLSA: Non-Exempt