

Santa Cruz Regional 9-1-1

ADMINISTRATIVE ASSISTANT

Class Purpose:

Under general direction, provides clerical and/or other technical assistance to a Division and/or Unit in carrying out the operational or technical functions of the Center. This is the journey level class in the Administrative Assistant series.

Distinguishing Characteristics:

This class is responsible for a range of semi-technical and/or clerical, reception and administrative support services including the maintenance and automated processing of records, transactions and other documents involving a variety of items in different forms. Depending upon assignment, this class reports to either a Senior Administrative Assistant or specific Program Manager within the assigned Division and/or Unit.

Typical Tasks:

Receives and screens a variety of telephone calls and greets visitors to the Center.

Relieves administrative and technical staff of office and routine administrative duties including tape reproduction using master logging equipment.

Sets up and maintains complex and confidential filing systems, including system administration, payroll and personnel records.

Attends meetings, takes and transcribes meeting minutes for Board meetings, User meetings and other staff, task or quality group meetings.

Types technical specifications, requisitions, statistical data and other finished copy from draft or general instruction.

Assists in the maintenance, updating and distribution of the Center's Policy and Procedure Manual.

Assists in the administration of the Center's purchasing system, prepares purchase orders, processes invoices, prepares claim forms and obtains approval; insures timely payment of incurred expenses and maintains accurate accounting records.

Classifies budget accounting documents for proper distribution of expenditures into budget categories or accounts affected. Maintains master appropriation charges, posts deposits, collections, reports, and journal vouchers and balances to various control accounts.

Assists in providing technical Help Desk support to User Agency personnel including basic system trouble shooting and component level testing.

Job Specs
ADMINISTRATIVE ASSISTANT
Page 2

Qualifications:

Considerable Knowledge of:

- the operation of personal computers, word processing and other application software.
- modern office procedures, methods, practices and equipment including telephone, calculator, FAX machine, and photocopy machine.
- business English, vocabulary, grammar, sentence structure, composition, punctuation, spelling and formats for business correspondence and reports.

Some Knowledge of:

- accounting terminology, principles and procedures, payroll and budget preparation, purchasing administration and personnel functions and related records.
- current, policies, procedures, organization and operations of the Center.
- typical application software and hardware used by public safety and/or law enforcement agencies to manage records and service calls.

Skill and Ability to:

- maintain confidential and privileged information.
- understand, interpret, apply and explain Center policy and procedure.
- effectively organize and establish priorities and schedule work to accomplish assignments under pressure of deadlines.
- establish effective working relationships with other employees, the public and User Agency representatives.
- perform varied clerical, accounting , record keeping and other semi-technical duties.
- keep their Manager/Supervisor informed relative to the routine and administrative business matters and affairs of the Division and/or Unit.

Training and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of graduation from high school supplemented by formal secretarial, clerical, word processing, personal computer or general office training **plus** one (1) year of responsible, journey level business office experience. Specific experience or college level course work in bookkeeping, accounting and/or computer science is highly desirable.

Minimum Employment Standards:

The minimum employment standards for all classifications are established by Policy No. 1021 and detailed within the *Critical/Essential Job Functions* for the position.

Licenses/Certificates:

Possession of a valid drivers license authorizing the operation of a motor vehicle within the State of California (within 30 days of employment).

Special Requirement:

Ability to type at a corrected rate of forty (40) words per minute.