

Santa Cruz Regional 9-1-1

SENIOR ADMINISTRATIVE ASSISTANT

Class Purpose:

Under general direction, provides increasingly responsible administrative, accounting, purchasing, personnel and payroll assistance and support to the General Manager in carrying out the administrative functions of the Center. This is the lead worker class in the Administrative Assistant series.

Distinguishing Characteristics:

This class is responsible for a full range of administrative and accounting services which may include maintenance and processing of financial records and transactions involving a variety of items in different forms, assisting Users with system related issues, tracking and monitoring trouble reports and/or action items, and documenting activities. As a lead worker, the Senior Administrative Assistant will exercise greater latitude of judgment in the day-to-day operation within an assigned Division and/or Unit. Depending on assignment, this class reports to either the General Manager, Systems Manager, or specific Program Manager(s) who would be responsible for planning, organizing and directing the personnel and activities of the Center or one of its Divisions and or/Units.

Typical Tasks:

Assists the General Manager with day-to-day business administration duties

Relieves administrative and technical staff of office and routine administrative and/or technical duties.

Sets up and maintains complex and confidential filing systems, including payroll and personnel records, trouble tickets, and concern/inquiry forms.

Prepares and distributes Board, Users, Ops, Staff and various other meeting packets. Attends meetings, serves as Clerk of the Board, takes and transcribes meeting minutes for User meetings and other staff, task or quality group meetings. Edits and types technical specifications, requisitions, statistical data and other finished copy from draft or general instruction.

Initiates replies to routine correspondence, providing information with explanation or interpretation of policy and procedures. Assists in the maintenance, updating and distribution of the Center's Policy and Procedure Manual.

Administers 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. Prepares monthly expense report for Board.

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Reviews completed time cards for mathematical accuracy, proper pay codes, and eligibility for a variety of compensation and leave provisions. Computes gross pay adjustments. Audits paychecks on terminating employees for proper payoff of vacation and sick leave; answers questions from employees on payroll matters and researches issues such as underpayment and overpayment.

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. Reconciles General Ledger to the County's accounting system (FAMIS); assists in year end closing of fiscal and accounting records.

Works closely with General Manager on building the Fiscal Year budget and provides Auditor with all necessary documentation during yearly audit.

Utilizing the Budget as reference, prepares invoices to all Member, Users and miscellaneous agencies for the fiscal year and tracks payment of said invoices. Invoicing of employees for cell and paging services.

Maintains and updates the Master Inventory and Fixed Asset Depreciation Schedule.

Provides guidance, training and support to lower level and less experienced Administrative Assistants and Student Interns.

Provides technical Help Desk support to User Agency personnel as needed and assists System Administrators, vendor customer service personnel and others with issue documentation, trouble shooting, testing and resolution.

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.
- accounting terminology, principles and procedures, payroll and budget preparation, purchasing administration and personnel functions and related records.

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Some Knowledge of:

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- current, policies, procedures, organization and operations of the Center.
- typical application software systems 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 complex, automated and varied clerical, accounting and record keeping duties.
- keep their Manager informed relative to the routine and administrative business matters and affairs of the Division and/or Unit.
- interpret rules, regulations, policies and procedures to others.

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 business office administration, word processing, personal computer or general office training **plus** three (3) years of responsible, journey level business office experience. Specific experience or college level course work in bookkeeping or accounting 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:

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Possession of a valid driver's 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.