

**City of San José**  
**CLASS SPECIFICATION**

**Title: Administrative Assistant FT/PT (1159/8159)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Varies	Varies	Non-exempt

**CLASS SUMMARY**

Under direction, performs administrative and secretarial work; provides general office and administrative management for a City Executive or Councilmember. Serves as a representative with the public, Department personnel, City personnel, and special interest and political groups in establishing and maintaining control of confidential and sensitive information; monitors completion of time sensitive department projects; ensures effective time management and daily scheduling of the official calendar. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

Incumbents of this class work directly with top management, commissions, and the City Council and perform the most complex and sensitive secretarial and administrative support duties. The emphasis of this class is on the execution or coordination of administrative detail for the assigned City Executive or Council Member. Incumbents regularly work on tasks that are varied, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned City Executive or Councilmembers office. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class differs from that of Secretary in that incumbents of the latter perform relatively less difficult, varied, and responsible secretarial duties.

**QUALIFICATIONS**

**(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)**

**Minimum Qualifications**

**Education and Experience**

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND six (6) years of experience in clerical and secretarial work, including two (2) years providing individual support to an executive.

**Acceptable Substitution**

None

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

**Basic Competencies**

**(Needed at entry into the job in order to perform the essential duties.)**

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.

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- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Building Trust – Communicates an understanding of the other person's interests, needs and concerns; identifies and communicates shared interests and goals; identifies and communicates differences as appropriate; demonstrates honesty, keeps commitments, and behaves in an appropriate manner.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promote job performance.
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	FREQUENCY*
1.	Acts as Executives or Councilmembers representative with the public, Department personnel, City personnel, and special interest and political groups in establishing and maintaining control of confidential and sensitive information; represents the Executive or Councilmember at meetings and conferences as requested.	Daily/Several Times
2.	Interprets and transmits Executive or Councilmember decisions, views, and directives to Department staff, citizens groups, and the public. Follows up and informs Executive or Councilmember of special concerns requiring attention.	Daily/Several Times
3.	Ensures effective time management and daily scheduling of official calendar. Informs Executive or Councilmember of all pending appointments/meetings and ensures that necessary materials are prepared before meetings.	Daily/Several Times
4.	Screens incoming calls and materials and recommends or institutes appropriate actions. Answers inquiries and resolves complaints from the public not requiring the Executives or Councilmembers attention.	Daily/Several Times

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<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
5.	Prepares and coordinates all travel arrangements and expense reimbursements for Executive or Councilmember. Processes reimbursement requests, , procurement card statement approvals, and other related fiscal documents. Prepares/conducts financial transactions and forms on behalf of the Executive and Councilmember, such as event registrations, office supplies and services, business cards, promotional items, and letterhead. Reviews and edits to ensure correspondence and/or documentation is complete and accurate and ready for supervisors approval.	Daily/Several Times
6.	Operates and utilizes a variety of standard office equipment, including but not limited to computers, printers, scanners, phones, calculators, fax, software programs, and accounting machines and equipment.	Daily/Several Times
7.	Reviews for appropriate distribution Departments City Council referrals/service requests; distributes to appropriate staff for action, follows up on disposition; informs City Council liaison of any date or agenda change. Reviews mail, assigns to appropriate staff for action, and follows up on its disposition.	Daily
8.	Analyzes, develops, and implements procedures for expediting administrative work flow for an Executives or Councilmembers office.	Daily
9.	Coordinates and monitors Departmental agenda items for a variety of boards, commissions, committees and City Council meetings. Composes correspondence in accordance with Commission or Council actions; develops a timeline to ensure that departments are notified and reminded in a timely manner so they are able to submit their reports before or by the deadline; ensures reports have been reviewed by appropriate departments. Coordinates meetings as needed.	Daily
10.	Coordinates the completion of the public records requests, internal and external regulatory filings, compliance calendar, and related requests; may coordinate with staff to obtain information; assists in researching, report preparation, or submission of requests.	Weekly
11.	Compiles and prepares data for a variety of Department reports. Implements and revises records, forms, filing systems, and procedures.	Intermittent
12.	Supervises, instructs, and evaluates clerical personnel to ensure efficient clerical service for the Department. Instructs staff on clerical procedures to ensure efficiency for the Department. Facilitates new employee set up orientation/ training on office procedures and desktop help as necessary.	Intermittent
13.	Performs other related duties as required.	As required

\*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

**PHYSICAL/ENVIRONMENTAL ELEMENTS**

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;

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- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

**CLASSIFICATION HISTORY** *Rev. & Ret. 11/88 (Formerly Executive Secretary), Rev. & Ret. 04/89 (Formerly Executive Administrative Secretary (1159) - class consolidation), Rev. & Ret. 07/97 (Formerly City Council Administrative Secretary (1160) - class consolidation), Rev. 1/01, Rev. 11/18, Rev. & Ret. 01/19 (Formerly Administrative Assistant C); s005*