



APRIL 2021
FLSA: NON-EXEMPT

ADMINISTRATIVE ASSISTANT

HOURLY PAY RANGE: \$15.11-\$19.88

DEFINITION

Under general supervision, performs a variety of customer service and office support duties for the District, which may include data entry and organization, telephone and counter reception, handling monetary transactions, processing of documents, record keeping, and filing; performs routine operation of office equipment; provides information and assistance to staff and the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Functional or technical supervision may also be received from department staff. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This administrative support classification is expected to perform a variety of general administrative and clerical duties in support of the District operations. Positions in this classification are trained in all procedures related to the assigned area(s) of responsibility, working with a degree of independent judgment, tact, and initiative. This class is distinguished from the Administrative Technician classification in that the latter is responsible for the full scope of financial record keeping transactions with respect to payroll, accounts receivable and payable, and related fiscal support duties.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of administrative and customer service support duties to assist staff, members, visitors, and the general public in District activities.
- Greets visitors of the Community Center; provides information about services, memberships, and classes; processes applications for membership including accepting payment and ensuring membership paperwork is accurately completed; enrolls members in fitness and recreation classes and provides information related thereto.
- Answers the telephone; provides accurate information and answers general questions or forwards calls to appropriate staff member; takes messages as necessary.
- Performs various bookkeeping tasks including calculating monies due, collecting and receipting monies, processing reimbursements, and preparing bank deposits.
- Gathers information from a variety of sources for the completion and processing of forms, records, applications, etc.; contacts individuals to obtain additional information when necessary.
- Maintains records and processes various forms, applications, or other documents specific to the Community Center.
- May compose routine correspondence and other documents as required.
- Performs light housekeeping duties in public use areas such as waiting rooms and reception areas by clearing clutter, straightening reading and other materials, and discarding trash to maintain a clean environment for members and guests of the Community Center.

- Establishes and maintains files, and researches and compiles information from such files.
- Enters and retrieves computer data; generates routine computer reports and/or spreadsheets.
- Provides information and assistance to the public, Community Center members, and staff requiring the understanding of policies, procedures, and rules.
- Performs other routine clerical support work as required, which may include but is not limited to copying documents, filing / retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, scanning/imaging/indexing documents, ordering and maintaining inventory of supplies and forms, etc.
- May provide instruction and training to new, temporary or part-time staff as assigned.
- Attends various meetings and training as required or appropriate.
- Completes special projects as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of providing a high level of customer service by effectively and courteously dealing with the public, members, and staff.
- Basic clerical and reception practices and procedures, including the use of basic office equipment.
- Basic record-keeping, document preparation, and filing systems and methods.
- Correct English usage, including spelling, grammar, punctuation and vocabulary.
- Basic business arithmetic and bookkeeping procedures including accepting, processing, and recording payments.
- Business letter writing and the standard format for typed materials.
- Modern office practices, methods, and computer equipment and applications related to the work.

Ability to:

- Learn, understand, interpret and apply policies, procedures, and standards.
- Perform detailed clerical work accurately.
- Learn specialized processes, procedures and office support tasks related to the Recreation Services department.
- Understand and follow oral and written instructions.
- Maintain accurate records and files.
- Maintain confidentiality as required.
- Enter data accurately at speeds necessary for successful job performance.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Deal tactfully and effectively with persons contacted in the course of work, including those of diverse socio-economic and cultural backgrounds.
- Perform required mathematical computations and payment transactions accurately.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

Equivalent to completion of the twelfth grade and one (1) year of general clerical or customer service experience.

Licenses and Certifications:

- Some positions assigned to this classification may require possession of a valid California Class C Driver's License.
- Possession of, or ability to obtain within six (6) months of appointment, First Aid and CPR certification issued by the American Red Cross.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a keyboard and calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work indoors in a recreational and aquatic facility in an office environment with moderate to high noise levels, controlled temperature conditions, and infrequent direct exposure to hazardous physical substances although there is some exposure to potentially hazardous aquatic chemicals and wet conditions. Some positions may be exposed to dust, unpleasant odors, and fumes. Employees may interact with members of the public or with staff under stressful conditions while interpreting and enforcing departmental policies and procedures.

Signature of Employee

Date