

CITY OF LOMA LINDA



Administrative Specialist I

LAST REVISED: July, 2019

DEFINITION

Under general supervision, the Administrative Specialist I performs a variety of general and advanced clerical work; performs related support duties as required in accordance with the needs of the assigned department.

CLASS CHARACTERISTICS

The Administrative Specialist I classification is characterized by the performance of a variety of clerical assignments which require prior clerical training and experience. The Administrative Specialist I works under general supervision and, within a framework of established procedures, are expected to perform a wide variety of general clerical duties with only occasional instruction or assistance. Adequate performance at this level requires knowledge of departmental procedures and precedents, and the ability to choose among alternatives in solving problems. An Administrative Specialist I is expected to work productively even in the absence of a supervisor or lead worker. Employees in this class may often have contact with the public, answering a variety of procedural questions, or giving out factual information. Work is normally reviewed only on completion and for overall results. The Administrative Specialist I may be assigned to Public Works, Community Development, Fire or a combination of the departments.

EXAMPLES OF DUTIES

Depending on assignment, duties may include, but are not limited to, the following:

1. Screens & routes phone calls to the appropriate department; takes messages and addresses public counter; responds to contractor inquiries and email inquiries as required.
2. Directs members of the public to appropriate offices; answers routine questions; explains routine procedures, processes, departmental activities; distributes, explains and processes forms, such as applications permits; obtains routine factual information to create, update client/work unit files; provides routine assistance; receive fees and issue receipts.
3. Prepares lists, cards, addresses, labels, forms, routine reports, agendas, correspondence using modern office equipment; types from written or printed sources; proofreads materials for correct grammar, spelling, and punctuation.
4. Prepares, sorts, files materials such as correspondence, forms; maintains established files, manuals, indices, in accordance with established filing system procedures; searches for materials through use of indices locates missing materials through file searches.
5. Receives, time stamps, routes and distributes materials in accordance with prescribed methods; packs and unpacks books and materials; runs errands as necessary; assembles correspondence letters, agenda packets; wraps, weighs, stamps and mails materials as needed.
6. Maintains routine records by transferring data, calculating totals and subtotals, maintains cross-reference files; maintains logs of processed materials; checks and tabulates numerical and statistical data and prepares routine statistical reports.
7. Order office supplies from approved vendors; keep supply room stocked, clean and neat; complete office supply orders upon department request; responds to reports of office equipment troubleshooting and coordinates service/repair of equipment.

8. Keeps calendars and appointments for department head, department, city programs and scheduled events as necessary; Monitors and logs department inventory, equipment, vehicles; etc.
9. Provides excellent customer service skills on a daily basis; required to address public complaints; may often have contact with displeased (irate) individuals.
10. Assist with City run programs, special events and employee events as required; Runs errands for department as requested.
11. Operates a variety of modern office equipment such as photocopiers, computers, adding machines, calculators and field dispatch equipment.
12. Provides intermittent/temporary and vacation relief in similar occupational fields as necessary.
13. Performs related work as required by higher level clerical or administrative staff as delegated by the department head.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- City policies and procedures
- Department programs, function, processes and procedures
- Modern office operations; Modern office equipment; Department software, Microsoft office suite; timekeeping software; scheduling software; etc.
- Office Management
- Safe work methods and practices

Skill to:

- Perform routine clerical work
- Choose among alternatives and solve problems
- Use correct English grammar, punctuation and spelling.
- Alphabetize or numerically/chronologically sort materials.
- Maintain records and perform specific program activities
- Explain and apply policies and procedures.
- Operate a variety of office equipment including photocopiers, calculators and postage machines.
- Understand and follow verbal and written directions.
- Resolve/ Address complaints from the public; customers and constituents; routinely interact with difficult, upset or angry customers and diffuse tense situations

Ability to:

- Maintain regular and punctual attendance
- Adhere to safety procedures and guidelines
- Understand and follow verbal and written directions
- Work effectively in the absence of supervision
- Establish and maintain effective working relationships with those contacted within the course of work
- Act quickly and calmly in emergencies
- Exercise good judgement

QUALIFICATIONS GUIDELINES

Minimum requirements as a condition of hire are as follows:

Minimum Education Requirement:

- A High School Diploma or G.E.D certificate is required

Preferred/highly desirable:

- Office Assistant Certificate or comparable/related certificate
- Possession of an associate's degree in related field

Required License (s)

- Possess/maintain a valid California Driver's license: Class "C"; Maintain a satisfactory driving record

Required Experience:

- Equivalent of 1 year full time paid work experience in related field is required

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance.

SPECIAL REQUIREMENTS

Essential functions and duties require the following physical abilities and work environment

- The position requires the ability to transcribe dictation at an acceptable rate; ability to type 50 net words per minute
- Position requires prolonged sitting, standing, walking, reaching, twisting, and turning, kneeling, bending, squatting, and stooping in the performance of daily activities.
- Position requires: grasping, repetitive hand movement, and fine coordination.
- Ability to successfully pass a medical examination at the time of appointment; position requires near and distance vision; acute hearing; Ability to lift up to 15 lbs.;
- Ability to travel to different sites and location
- Work Environment is typical of an office environment; loud at times depending on lobby traffic

OTHER DUTIES

Duties, responsibilities and activities may change at any time with or without notice.

This job description has been approved by all levels of management. Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the described position

Employee _____ Date _____