



APRIL 2019
FLSA: Non-Exempt

ADMINISTRATIVE ASSOCIATE

COMPENSATION RANGE

\$20.90 - \$29.41 Hourly
\$3,623.00 - \$5,097.00 Monthly
\$43,472.00 - \$61,169.00 Annually
Plus Excellent Benefits

DESCRIPTION

Under general supervision, performs a variety of routine to complex office administrative, secretarial, accounting, building management, and clerical duties in support of the executive director and staff, including preparing agenda packets and handling sensitive and confidential legal and personnel material; composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry and uploads website content; conducts basic accounting including review of payroll, processes billings and invoices, and benefit administration; coordinates assigned programs, projects, and services with other Agency functions and outside agencies; interacts frequently with board members, the public and other public agencies; provides information or directs questions and requests to the appropriate staff; procures and manages building maintenance and office supply vendor contracts; assist with managing building lease agreements and addressing lessee needs; organizing and coordinating required staff training; and, performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the executive director. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This is an experienced administrative office support classification. Incumbents perform a wide variety of specialized administrative support work for the executive director and Agency staff. Responsibilities include performing specialized, confidential, and technical office support duties to ensure efficient agency service. Responsibilities require the use of tact, discretion, and independent judgment as well as knowledge of Agency activities. Work requires interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as, performing various research, office management, personnel, accounting, contract management, and budgetary support functions.

EXAMPLES OF ESSENTIAL 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.

- Relieves the executive director and other staff of a variety of administrative details by assisting with duties of a routine to complex, sensitive, and confidential nature; plans, organizes, and carries out administrative assignments and special projects; recommends organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms.
- Serves as clerk to assigned committees and boards; prepares, posts, and distributes agenda materials including public notices, agenda reports, resolutions, and other meeting packet materials; creates, updates, and maintains mailing lists databases; attends meetings and takes minutes; compiles and arranges materials for mailings; frequently interacts with board members to share information and schedule regular and sub-committee meetings.

- Performs skilled word processing and data entry using independent judgment and discretion in composing, formatting, and editing correspondence, presentations, and reports.
- Processes and reviews invoices and supporting documentation, including ensuring compliance with contracts and working with Agency staff and contractors to resolve invoice related matters.
- Prepares requests for, procures, and manages various contracts for the Agency including building maintenance, landscaping, janitorial, office and building supplies, or other responsibilities as assigned.
- Gathers, assembles, updates, and distributes a variety of Agency-specific information, documents, forms, records, and data as requested; provides detailed review to ensure accuracy, consistency and completeness.
- Maintains and updates Agency record systems and specialized databases.
- Assists with preparing, amending and executing tenant lease agreements; receives and addresses lessee needs, issues or complaints; enforces compliance with lease agreements
- Assist with maintaining internal control policies and procedures.
- Assists staff with invoicing and contract management.
- Conducts and assists with basic accounting such as data entry, invoice routing, and bank statement reconciliations.
- Develops, composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for the executive director and other Agency staff; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Provides information to the public, including contractors and vendors, by phone or in person to ensure an understanding of Agency policies and procedures; listens to questions and explains procedures according to existing guidelines; responds to citizen and staff inquiries and complaints; refers citizens to the appropriate Agency sources; coordinates or resolves problems of a moderate nature when appropriate.
- Organizes and maintains various administrative, reference, imaging, and follow-up files; purges files in accordance with the records retention policy.
- Prepares and updates agency policies; assists in ensuring staff are aware of and comply with agency policies.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies Agency and program policies and procedures in determining completeness of applications, records, and files.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, multi-function copiers, postage meters, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
- Assists with the human resources functions of the Agency, including processing and maintaining employee files, personnel forms, performance evaluation forms, disciplinary forms, and leave forms; files pertinent documents, maintains files in a secure location, and provides information to management as requested; participates in employee evaluations or disciplinary actions at the discretion of management.
- Maintains calendars and makes meeting arrangements; schedules meetings between Agency staff and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
- Organizing required staff trainings.
- Coordinates travel arrangements and accommodations for staff and submits all required paperwork.
- Maintains the Agency website.
- Monitors and orders office and other related supplies.
- Assists or administers assigned projects and/or programs as assigned; assists Agency staff in various research projects.
- Organizes and carries out a wide variety of administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Evaluates the operations and activities of the office; recommends improvements and modifications; prepares various reports on operations and activities; considers resource availability; negotiates timelines as needed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern executive administrative, office management and secretarial practices and procedures, including the use of standard office equipment.
- Organization and function of public agencies, including the role of appointed boards and committees.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility, including open public meeting laws associated with the Brown Act.
- Government procurement procedures and practices, including public works contracting.
- Principles and procedures of record keeping and reporting.
- Basic accounting and payroll record-keeping, processing, reporting and payment requirements.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of report formatting and preparation.
- Computer applications related to the work, including Microsoft Word, Excel, Outlook, Adobe, basic web design. Experience with Adobe InDesign.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and Agency staff, in person, through correspondence, and over the telephone.

Ability to:

- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Maintain confidentiality when handling employee personal information and exercise diplomacy and tact when handling personnel matters or issues, including employee performance evaluations, complaints, standards of conduct, or disciplinary actions and compliance with Human Resource policies.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and Agency policies and procedures.
- Perform responsible executive administrative support work with accuracy, speed, and minimal supervision.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic and financial computations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Maintain and update specialized database and electronic records systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Work with multiple Agency staff to address and prioritize diverse needs, at times with little notice.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with staff, the Agency board and others contacted in the course of work.

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:

Graduation from high school and five years of increasingly responsible administrative support experience, including government experience involving public contact. Relevant post high-school training, certificate, or associate degree is highly desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

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 and over the telephone. This is primarily a sedentary office classification although frequent standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification 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 in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may periodically travel and work offsite for training, workshops, or meetings.