



**ADMINISTRATIVE ASSISTANT**

Department:	<b>Various</b>	Revised Date:	<b>January 2020</b>
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**GENERAL PURPOSE:** Under general supervision, performs a wide variety of administrative and office support functions of a highly responsible nature in relieving a Department head and other staff of administrative and technical activities and customer service duties.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Oversees Department administrative workflow; depending on area of assignment, applies specific knowledge of policies and procedures in order to organize and coordinate work, and relieve the Department Director and staff of routine administrative detail; applies judgment to resolving problems, analyzing data, and making decisions.
- Composes correspondence and other documents on a wide variety of subjects requiring knowledge of the procedures and policies of the assigned Department; creates, edits and processes technical documents and other communications; maintains department files and database; collects and compiles statistical data; updates manual and computer records and tracking systems; creates management reports; coordinates special projects and assignments; may administer grants and process employee time reports.
- Maintains technical and administrative files; researches files and computer databases; provides advice and assistance to Department staff on compliance with laws, rules and regulations; coordinates office activities, prioritizes and develop schedules in order to meet critical deadlines; maintains departmental calendars and schedules for Department staff; coordinates and arranges meetings; reserves and arranges facilities; prepares agenda packets for Town Council and committee meetings; coordinates staff travel arrangements.
- Provides information and assistance to visitors and customers; provides customer services and resolves complex customer service issues; resolves problems within scope of authority; screens and routes calls to appropriate individuals, takes and delivers messages.
- Receives and processes invoices, statements, and payment vouchers; monitors and evaluates expenditures and budget; orders supplies, materials and equipment, and maintains inventory.
- Responsible for maintenance and supplies of printer and postage machine.
- Distribution of incoming mail for all departments and council
- Maintains the absolute confidentiality of all records and information.
- Performs other related duties as assigned or required.

**MANAGERIAL RESPONSIBILITIES:**

None.

## **Job Description**

### **MINIMUM QUALIFICATIONS:**

#### **Education and Experience:**

High school diploma or GED equivalent; AND two year's office support and computer experience; OR an equivalent combination of education and experience.

#### **Required Licenses or Certifications:**

- Must possess State of Arizona Driver's license.
- Additional technical certifications and training may be required for some incumbents in this job class.

### **PREFERRED QUALIFICATIONS**

#### **Knowledge of:**

- Town policies and procedures.
- Policies, procedures, regulations, operations, and services of the assigned Department.
- Office administration processes and procedures, including accounting, budgeting and purchasing.
- Customer service standards and protocols.
- Record keeping and file maintenance principles and procedures.

#### **Skill in:**

- Using initiative and independent judgment within established procedural guidelines.
- Interpreting a variety of technical instructions and program requirements.
- Assessing and prioritizing multiple tasks, projects and demands.
- Entering information into a computer system with speed and accuracy, and maintaining electronic records, files and databases.
- Preparing and writing reports and business correspondence.
- Operating standard office equipment, and a personal computer utilizing standard software.
- Establishing and maintaining effective working relationships with co-workers and the public.
- Providing effective customer service and dealing tactfully and courteously with the public.
- Communicating clearly and concisely, both verbally and in writing.

#### **Physical Demands / Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This classification involves work that requires:

- Work is performed in a standard office environment, with normal office noise.
- Physical demands may include sitting for extended periods of time and typing.
- Employee is regularly required to talk or hear. The employee is frequently required to sit; stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- Employee must occasionally lift and move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the Town and requirements of the job may change.*

**FLSA: Non-Exempt**

**Salary Range: 31**