

## ADMINISTRATIVE SUPPORT ASSISTANT II

### JOB DESCRIPTION

**Classification Responsibilities:** An Administrative Support Assistant II performs highly responsible, journey-level work involving a wide variety of independently performed skilled, administrative support tasks requiring: word processing and database management; public contact; and related activities in support of a unit, department, or the City Council. Responsibilities include: managing an office; providing staff assistance to a supervisor in the exercise of administrative responsibilities; maintaining proper controls to ensure efficient flow of work, systems, and procedures; making decisions on operating problems for a designated sphere of activity and assuming personal responsibility for the effect of such decisions; compiling data for administrative analysis; preparing reports or summaries of data from complex records; and analyzing records or systems to assist the supervisor with administrative tasks. Duties also include: using word processing software to produce typed documents; meeting and giving information to the public to clearly communicate department/unit policies and procedures, and coordinate program functions or activities; compiling and maintaining complex records to provide accurate documentation of work performed or information that can be easily retrieved; creating and maintaining complex filing systems or databases with a variety of subject matter to provide easy access to records and information; and composing correspondence to communicate unit information by determining appropriate content, format, tone, and organization. In addition, employees enter payroll information into a personal computer (PC); code and process personnel forms, Invoices for Payment (IFPs), Limited Purchase Orders (LPOs), and petty cash vouchers; and maintain and/or coordinate calendars and make meeting, facility, and travel arrangements. This class may also (*by assignment*): supervise clerical and/or administrative support staff in order to efficiently complete work projects by instructing staff regarding work procedures, assignments, and standards, monitor work in progress, and evaluate performance; use database programs to create and document records of activities and produce summary reports; use spreadsheet programs to record, tabulate, make computations for, and print tables of numerical information; take minutes at advisory or policy board meetings, and prepare and distribute minutes, agendas, packets, and other materials; and transcribe dictation from tape. Employees must be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of tasks. This class performs related duties as required.

**Distinguishing Features:** Instructions are received from an administrative supervisor or administrator on matters of policy with assignments usually consisting of statements of desired objectives and are reviewed for results achieved. Independent judgment in handling routine administrative matters for one or more supervisors is normally an important element of these positions. This class may be distinguished from the Administrative Support Assistant I class by reporting relationship, greater complexity of assignments, the independence with which work is performed, and the supervision exercised over the assignments of other clerical personnel. This class is FLSA nonexempt. (The part-time class has been designated as a non-classified, non-merit system, at-will position.)

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from high school or GED. Extensive (5+ years) experience in a progressively responsible clerical/administrative support capacity. A minimum typing speed of 35 - 45 net words per minute (wpm) is also required and will be verified prior to employment or promotion to this class (*by assignment*).

**Special Requirements.** Must possess a valid Class D Arizona Driver's License by hire date (*by assignment*). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph examination is required (*Police Department Assignment*).

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of the assignment, individuals in this classification shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures (*Police Department Assignment*).

**Preferred/Desirable Qualifications.** None.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with management, City employees, and the general public in screening and directing calls, and coordinating and arranging program functions or activities. Answers questions and responds to a variety of inquiries, provides information requiring working knowledge of policies and procedures, and resolves routine questions or problems relating to area of assignment. Prepares and produces written documents and correspondence requiring independent judgment in handling problems of format, procedure, and context, including: statistical and descriptive reports, contracts, legal documents, meeting agendas, correspondence, news releases, and other materials of a general, technical, or confidential nature.

**Manual/Physical:** Using a PC, keys documents at a minimum sustained rate of 35 - 45 net wpm (*by assignment*) from clear copy or rough draft including: correspondence, reports, statistical charts, forms, deeds, easements, contracts, budget and financial documents, questionnaires, specifications, newsletters, etc. Compiles information for special projects and reports, and assembles data and backlog materials for a variety of reports. Performs office management details. Assists a supervisor by making appointments and travel arrangements. Creates and maintains complex records, databases, and integrated filing systems which may involve processing confidential matters. Requisitions office supplies and materials for a unit or department. Assembles and reviews files or records, updates material, prepares material for action, and makes final distribution of records, files, or information. Operates a variety of standard office equipment. Meets scheduling and attendance requirements. Duties by assignment: takes, transcribes, types, and distributes meeting minutes for policy or administrative groups; lifts objects (example: boxes of paper) weighing up to 50 pounds; and operates a vehicle requiring a standard Arizona Driver's License, to pick up or deliver materials and supplies (*by assignment*).

**Mental:** Checks records and documents for clerical and mathematical accuracy and completeness. Analyzes data to make recommendations to management. Makes numerical/arithmetical computations including: adding, subtracting, multiplication, and division. Composes routine correspondence.

Schedules meetings and prepares reference materials. Develops office procedures and forms. Comprehends and makes inferences from written material. Coordinates meetings, training sessions, etc. Inspects payroll records, time sheets, travel reports, etc., to ensure conformance with department

standards. Learns job-related material through on-the-job training and in classroom settings. Duties by assignment: supervises and assigns work to subordinate personnel and determines work priorities daily.

**Knowledge and Abilities:**

Knowledge of:

proper business English, spelling, grammar, and arithmetic;  
modern office practices, procedures, and equipment operations;  
PC software applications necessary to perform work; and  
the principles and practices of employee supervision, training, and evaluation (*by assignment*).

Ability to:

exercise judgment and act independently in establishing or adapting work procedures;  
handle routine administrative details;  
supervise, train, and evaluate clerical personnel, as assigned;  
make mathematical calculations with speed and accuracy;  
keep complex clerical records, and prepare accurate reports from such records;  
prepare effective correspondence on routine matters;  
deal with the general public tactfully and courteously;  
understand and follow oral and written instruction; and  
establish and maintain effective working relationships with management, other City employees, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 9/19

TB/aa/js

CS3871.DOCX (Full-time)

PAY GRADE: 42

CS3872 (Part-time)

PAY GRADE: 42

CS4117 (Part-time, Non-benefited)

PAY GRADE: 42

CS4223 (Part-time, Benefited, Grant-funded)

PAY GRADE: 42

EEO-A/S

IND-8810

JOB FCTN-OFF

SWORN-No

INCREMENTS 53-200