

ADMINISTRATIVE SUPPORT ASSISTANT III

JOB DESCRIPTION

Classification Responsibilities: An Administrative Support Assistant III provides highly-skilled administrative support and office management responsibilities for executive or major administrative functions. While some positions in this class may supervise a clerical or paraprofessional staff, an Administrative Support Assistant III is characterized by responsibility for a variety of administrative activities to be met with minimal supervision including: making, and being held accountable for, decisions on operating problems for a designated sphere of activity; providing staff assistance to the department managers in the exercise of administrative responsibilities; compiling data for administrative analysis; preparing summaries of data from complex records; analyzing records or systems in order to assist the supervisor with administrative tasks; interpreting policies and procedures; and serving as a representative of the supervisor in contact with other employees, officials, and the general public. Responsibilities include: meeting and giving information to the public in order to communicate departmental policies and procedures; using a variety of personal computer (PC) software (example: word processing, data management, spreadsheet, desktop publishing, etc.), to produce documents in support of the department functions; proofing and editing work, rewriting materials to ensure clarity and good grammar, and checking forms and other materials for accuracy and completeness; and creating and maintaining database systems. Other duties include: conducting research by gathering data from various sources and preparing various reports and compilations; resolving discrepancies in records and reports, and following-up as necessary; compiling budget requests and other financial documents, and recommending expenditure requests for designated accounts; assisting in coordinating municipal activities among departments or offices, and coordinating the flow of paperwork between departments and divisions; entering payroll information into a PC; coding and processing personnel forms, Invoices for Payment (IFPs), Limited Purchase Orders (LPOs), and petty cash vouchers; and maintaining and/or coordinating calendars and making meeting, facility, and travel arrangements. This class may also (*by assignment*): supervise lower-level administrative support staff in order to efficiently complete work projects; instruct staff regarding work procedures, assignments, and standards, monitor work in progress, and evaluate performance; document decisions of advisory or policy board meetings, and prepare and distribute information, 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: An Administrative Support Assistant III typically shares one or more of the following characteristics: direct reporting relationship to a department manager or director of a large division; the requirement of special skills, such as taking dictation for advisory or policy board meetings, etc.; and/or responsibility for several program areas or Responsibility Centers in a large division. Instructions are received from an administrative manager on matters of policy and the assignments usually consist of statements of desired objectives. Work is reviewed for results achieved. This class is FLSA nonexempt.

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 secretarial/administrative support capacity including considerable (3 - 5 years) office management experience. A minimum typing speed of 45 net words per minute (wpm) is also required (*by assignment*) and will be verified prior to employment or promotion to this class. Designation as a Certified Professional Secretary or a Certified Administrative Professional by the International Association of Administrative Professionals (IAAP) is an acceptable substitute for all other education and experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Computer software applications experience and advanced secretarial training and education are highly desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

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 the 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 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 the 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 division 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 meeting minutes; and transcribes, types, and distributes meeting minutes for policy or administrative groups.

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;
assist in the preparation of the annual budget by entering budget-related information into Excel, Access, and the budget database;
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.

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INCREMENTS 53-200

PAY GRADE: 44

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