

## SENIOR ADMINISTRATIVE SUPPORT ASSISTANT

### JOB DESCRIPTION

**Classification Responsibilities:** A Senior Administrative Support Assistant performs highly responsible, complex, non-routine, and often confidential administrative support work for a Deputy City Manager and is characterized by responsibility for a variety of administrative activities to be met with minimal supervision.

Administrative support duties include: greeting and directing individuals, answering/responding to incoming calls/emails, gathering information, and directing requests/inquiries to the appropriate staff; distributing mail and materials; scheduling appointments and meetings for a Deputy City Manager, the Governmental Relations Manager, and the Assistant to the City Manager; attending assigned Deputy City Manager staff meetings; assisting with the preparation of agendas and compiling support materials for City Council meetings, study sessions, and committee meetings; scheduling the City Council Chambers; keeping up-to-date on current issues being considered by the Mayor and City Council in order to handle communication with public; providing information to the public in order to communicate City policies and procedures; using a variety of personal computer (PC) software for word processing, data management, spreadsheets, desktop publishing, etc. to produce documents in support of the City Manager's Office functions, proofing and editing work, checking forms and other materials for accuracy and completeness; and providing administrative support for other staff in the City Manager's Office and serving as backup to the Executive Assistant to the Mayor and to City Council Assistants as needed. This class also creates citywide employee legislative database accounts, works closely with the Government Relations Manager to assign legislative bills to departments for feedback, and compiles departmental bill comments for the legislative season.

Duties also include: recommending expenditure requests for designated accounts; monitoring the office budget for available funds; setting up master agreements, inputting consultant contracts, inputting and modifying vendor information, and creating/receiving documents for payments and reimbursements; reconciling and processing monthly procurement card expenditures and documentation; assisting staff with accounting information for interdepartmental transfers; coding and processing personnel forms, Invoices for Payment (IFPs), and Limited Purchase Orders (LPOs); submitting registrations for meetings/conferences and coordinating/making travel arrangements, processing related travel documents and transactions, and maintaining/updating the City Council travel calendar; serving as the point of contact for Accounting and Purchasing related to Council members and staff; and providing quarterly in-kind contribution information to Maricopa Association of Governments.

A Senior Administrative Support Assistant also assists the Public Defender Program Manager by setting up master agreements and ensuring contracts and contract addendums are signed and processed for Public Defenders; processing on-boarding documents; and processing and tracking monthly Public Defender invoices.

Employees in this class 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:** This class is distinguished from the Administrative Support Assistant III class by the responsibility for work requiring the utmost confidentiality in support of a Deputy City Manager, providing administrative support for other staff in the City Manager's Office, and serving as backup to the Executive Assistant to the Mayor and to City Council Assistants as needed. The Senior Administrative Support Assistant reports to a Deputy City Manager, who reviews work through conferences and overall results achieved. This class is FLSA exempt-administrative.

## 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 an administrative support capacity including: extensive (5+ years) office management experience, proficiency with word processing software applications, and experience and/or training in additional computer software applications (example: database management, spreadsheet, desktop publishing, etc.). 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.** Advanced secretarial training and education are preferred. Experience using a financial Enterprise Resource Planning (ERP) system is highly desirable.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with the general public, other City employees, management, and public officials in order to perform secretarial and administrative office duties in support of the City Manager's Office. Deals tactfully and courteously with the public, including citizens making complaints or requesting service, providing necessary information, and referring problems or complaints to appropriate individual department, or agencies.

**Manual/Physical:** Operates a variety of standard office equipment. Enters data or information into a PC. Types or keys a variety of documents from clear copy or rough draft requiring independent judgment in handling problems of format, procedure, and context. Maintains an appointment calendar for a Deputy City Manager. Prepares agendas; and arranges, coordinates, and attends meetings. Reviews incoming correspondence, preparing effective responses on matters for which authority has been delegated. Assembles and reviews files or records, updates and prepares material for action, and makes final distribution of information, files, or records. Maintains complex clerical records, gathers data and other information, and prepares periodic and special reports.

**Mental:** Checks records and documents for clerical and mathematical accuracy and completeness, and processes for further action (example: payroll/timekeeping, purchasing of office supplies and

equipment, LPOs, IFPs, billings, etc.). Prioritizes own work. Coordinates work activities with other City departments. Interprets rules, regulations, and policies and makes decisions in accordance with them.

**Knowledge and Abilities:**

Knowledge of:

business English, spelling, math, bookkeeping, or accounting;  
modern office practices, procedures, and equipment;  
municipal organization and functions;  
budget principles and purchasing procedures;  
City rules, regulations, policies, and procedures; and  
PC software applications.

Ability to:

act independently to implement policies of supervisor;  
maintain confidentiality and security of records and information;  
perform routine office management details without referral to supervisor; and  
establish and maintain effective working relationships with other 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 72-200

PAY GRADE: 48

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