



## **SUMMARY**

Under general direction, provides varied, complex, and confidential office administrative support to the Assistant General Manager or Department Manager, including handling confidential materials; provides information to the public and staff requiring considerable knowledge of District and department services, policies, and procedures; performs technical support work related to the responsibilities of the Assistant General Manager; conducts special projects; and performs related work as required.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Assistant General Manager or Department Manager. May provide technical and functional direction to assigned administrative support staff and/or volunteers.

## **DISTINGUISHING CHARACTERISTICS**

This is an advanced administrative support classification series. Incumbents perform a variety of administrative and project coordination support work for the Assistant General Manager or Department Manager. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of District activities, and the ability to conduct independent projects. This classification is distinguished from other office administrative classes in the nature, scope, and diversity of responsibilities originating at a District-wide level requiring a broader understanding of District functions and the capability of relieving District management staff of day-to-day administrative and coordinative duties. This classification is further distinguished from the Assistant to the General Manager class in that the latter provides advanced administrative support to the General Manager.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

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.

1. Provides administrative support to the Assistant General Manager or Department Manager by assisting with duties of an advanced, complex, sensitive, and confidential nature; may act as a liaison between the Assistant General Manager or Department Manager and other District staff and the public, coordinating resolutions and following up with staff when appropriate.
2. May coordinate and maintain multiple calendars, and schedule meetings and appointments for the Assistant General Manager or Department Manager.
3. Receives and screens visitors, telephone calls, emails, and regular mail; provides information to the public to ensure an understanding of departmental and District policies and procedures; listens to questions and explains procedures according to existing guidelines; refers inquiries to the appropriate department and/or District representative as necessary; identifies and/or negotiates solutions to complaints and problems when appropriate.
4. May perform contract administration functions, including contract control (transmittals and filing, and developing and maintaining a contract database that facilitates effective contract management), contract process development and maintenance, assisting in the creation and maintenance of contract templates, and ensuring that procurement policies reflect current contract-related policies and procedures.
5. Capital Improvement Plan (CIP) Administration – may administer CIP processes, including bid management and contract completion, and may support Finance in the development of project financials throughout the life of CIP projects.
6. May support operational budget and forecasting processes, including the maintenance of excel-based financial models, production of budget documentation, and gathering information from staff who are accountable for achieving an operational budget.
7. Composes, types, and edits a variety of documents including detailed and confidential correspondence, forms, memos, reports, statistical reports, invitations, graphic materials, manuals, and specialized documents for the Assistant General Manager or Department Manager from rough draft, handwritten copy, verbal instructions, or from other material; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation, and spelling; inputs and retrieves data and text using a computer.
8. Designs and implements file, index, tracking, and recordkeeping systems; researches records within areas of assigned responsibility to prepare reports and provide follow-up information to customer and staff inquiries; organizes and



## ADMINISTRATIVE ASSISTANT

maintains various administrative, confidential, reference, and follow-up files and records for the Assistant General Manager or Department Manager.

9. Provides administrative support to District commissions, committees, and/or task forces as assigned; may attend meetings, prepare minutes, and perform follow-up on decisions as required.
10. Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
11. Provides direction and training to assigned volunteer and/or administrative staff.
12. Assists with District special events, as needed.
13. Performs other duties as assigned.

### QUALIFICATIONS

#### Education and Experience:

- Associate's degree or equivalent in business or public administration, or a related field is required;
- AND**
- Three years of relevant experience.
- OR**
- Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities.

#### Knowledge of:

- Principles and practices of leadership, positive reinforcement, and team dynamics.
- Practices and methods of office management and administration, including the use of standard office equipment.
- Organization and function of public agencies, including the role of an elected Board of Directors and appointed boards and commissions.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Principles and procedures of recordkeeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and standard formats for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

#### Ability to:

- Maintain confidentiality and discretion in handling and processing confidential information and data.
- Interpret, apply, explain, and ensure compliance with applicable laws, rules, regulations, policies, and procedures, as well as complex administrative and departmental policies and procedures.
- Effectively provide leadership and work direction to staff.
- Perform responsible administrative support work with accuracy and speed.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Maintain confidentiality.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.



Livermore Area  
Recreation and Park District  
*An independent special district*

## ADMINISTRATIVE ASSISTANT

- Establish and maintain a variety of filing, recordkeeping, and tracking 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.
- Operate office equipment and computer applications related to the work.
- Use tact, initiative, prudence, and independent judgment within general policy 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 those contacted in the course of work.

### **Licenses and Certifications:**

- At time of appointment, California Driver's License with a satisfactory driving record maintained throughout employment.
- Relevant professional certifications are desirable.

### **PHYSICAL DEMANDS**

Must possess: mobility to work in a standard office setting and use standard office equipment, including a computer, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity needed to access, enter, and retrieve data using a computer keyboard, calculator, and to operate standard office equipment. Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Ability to lift, carry, push, and pull materials and objects up to 40 pounds or heavier weights with assistance and/or the use of proper equipment.

### **ENVIRONMENTAL ELEMENTS**

Incumbents typically work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents will interact with individuals in interpreting and enforcing rules, policies, and procedures.

### **WORKING CONDITIONS**

Incumbents may be assigned an irregular work schedule, including weekends, early mornings, evenings, and holidays.

### **PRE-EMPLOYMENT CONDITIONS**

- Department of Justice fingerprint clearance
- TB Test

### **CLASSIFICATION DETAILS/HISTORY**

Job Code: PT880

FLSA Status: Non-Exempt

Supersedes: Administrative Assistant dated 7/30/2014