

TOWN OF PORTOLA VALLEY ADMINISTRATIVE ASSISTANT

Classification specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

GENERAL DEFINITION

The Administrative Assistant performs a variety of complex responsible and confidential office support and administrative duties. Incumbents perform tasks in support of various departments while maintaining direct responsibility for recreational classes/events and their corresponding reports, advertising, and financial accounting. Incumbents are normally expected to solve most work problems independently and to refer to supervisory personnel only those matters which involve policy decisions, technical questions and unusual problems. The Incumbent provides information regarding department policies, procedures and functions and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS

The Administrative Assistant receives direct supervision from the Assistant to the Town Manager with general supervision from other staff when assigned to specific tasks.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

- Acts as a receptionist. Provide front counter assistance to residents, general public, vendors, contractors, other professionals or office visitors.
- Provide information within area of assignment; respond to requests for information and distribute appropriate forms, manuals, pamphlets or documents.
- Accept planning, public works and building permit applications and documents; receive payments for departmental fees. Refer inquiries as appropriate.
- Answer multi-line telephone and route calls to appropriate personnel; provide information on departmental and Town policies and procedures as required.
- Receives and routes incoming mail.
- Manage the enrollment/registration, roster, and instructor information for Town classes and events.
- Maintain master calendar of activities, meetings, various events for the Town, classes, facility rentals and field schedules/rentals.
- Provide a variety of information, documents and reservations of facilities/fields to the general public.
- Receive and process fees for documents, reservations and other payments as required. Maintains rental agreements and insurance.
- Provide assistance with reports and correspondence for facilities/fields.
- Process business license applications, payments and update/input records as necessary.
- Coordinate and manage Town events (e.g., annual Volunteer Appreciation Party) and be the primary contact for committee events, managing event logistics, setup and publicity as well as timing of all Town/public events. Coordinate set-up and break-down of events. Ensure and/or coordinate pre-and post-cleaning for these events plus other special programs/events held in the Community Hall.

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- Develop and manage Wellness Program; research and stay apprised of opportunities for grants/funding or other resources to promote wellness initiatives.
- Performs other duties as assigned.

When assigned to Planning/Building/Public Works

- Provides backup support for Building Inspection calendar and schedule appointments as necessary.
- Accepts permit applications, supports department staff at front counter with fee calculation and collection of fees for all departments.
- Assist with day-to-day Planning/Building/Public Works department customer service operations and takes necessary steps to provide efficient and effective customer service.
- Assists residents and professionals through the zoning, site development and building permit process both over the counter and on the phone.
- Answers basic Planning/Building/Public Works department procedural questions.
- Perform related duties as assigned.

EXAMPLES OF MARGINAL DUTIES:

- Assist in a variety of department operations and perform special assignments as assigned.
- Perform a variety of office administrative tasks including ordering supplies, arranging for meetings, transmitting information, making copies, and a variety of mailings.
- May participate in the preparation of special events, budget packet preparation, or other related duties as required.
- Respond to emergency situations as required.
- Attend and participate in group meetings; stay abreast of new developments within assigned area of responsibility.

QUALIFICATIONS

Knowledge of:

- The Municipal Code.
- Modern office technology.
- Principles and practices of customer service.
- Application of data processing in accounting including data input and reporting.
- Methods and techniques of administrative analysis.
- Pertinent Federal, State, Town and department guidelines and procedures.
- Standard office practices and procedures, including filing and the operation of standard office equipment, including a computer.
- Computer applications involving word processing, spreadsheets, data entry, database access and/or standard report generation.
- Business letter writing and the standard format for typed materials.
- Methods and techniques for basic report preparation and writing.
- Recordkeeping principles and practices.

Ability to:

- Establish, maintain and foster cooperative working relations with others from diverse backgrounds, including elected officials, co-workers and the public effectively and with courtesy, in person, via e-mail and over the phone.
- Follow written and oral instructions and procedures.
- Communicate effectively, both orally and in writing, by using proper English grammar, spelling and punctuation.
- Analyze, interpret, and explain financial policies and procedures.
- Conceive, propose, implement and maintain sound fiscal procedures and records.
- Conceive and effectively propose solutions to problems.
- Acquire knowledge of, interpret and apply policies, procedures, codes, regulations and laws related to assignment, department, other functions of the city and other governmental agencies in a timely manner.
- Effectively train and/or educate other employees.
- Perform duties on a regular and consistent basis; meet critical deadlines.
- Acquire knowledge of applicable policies, codes and other functions of the city and other governmental agencies.
- Utilize word processing, spreadsheet programs and personal computer.
- Process, input, compute and reconcile financial data.
- Provide general clerical support
- Coordinate office functions.
- Make adjustments to standard operating procedures as is appropriate.
- Prepare and maintain accurate documents, records and reports.
- Maintain accurate office files.
- Respond to and interact with elected officials, co-workers and the public effectively and with courtesy, in person, via e-mail and over the phone.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education/Training: Graduation from high school or G.E.D. equivalent supplemented by specialized business or secretarial training.

Experience: Experience: Two years of increasingly responsible customer service, clerical, phone and administrative experience in a government setting.

License or Certificate: Possession of, or ability to obtain, valid California Driver's License; ICS 100, 200, and 700 certifications (can be acquired online before job begins).

SPECIAL REQUIREMENTS

These functions may be performed with or without reasonable accommodation:

- Speak clearly and understandably.
- Review reports and correspondence quickly and accurately.
- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity.

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- Intermittently twist to reach equipment in their work area.
- Perform simple grasping and fine manipulation.
- Operate basic office equipment (i.e. telephone, copier, calculator, etc.).
- On a continuous basis, must sit at a desk and in meetings for long periods of time.
- Essential functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; lifting and carrying weight of 10 pounds or less; reaching; extensive use of computer keyboard; near visual acuity for composing reports using a computer, and/or as specified in the job analysis.

FLSA STATUS

This classification is non-exempt from the Fair Labor Standards Act (FLSA).

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Standard office setting. CONTINUOUS work indoors in close proximity to co-workers and members of the public. Work schedule is either a standard 40-hour work week during core business hours (8:00 am to 5:00 pm) or a 9/80 schedule. For the 9/80 schedule employees are required to work nine hours (for example from 7:30 a.m. to 5:30 p.m.) for eight work days, eight hours on a ninth work day, with the tenth day off (alternate Fridays off). Work schedule also includes occasional after hours and weekend meetings/events. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure. Work is performed indoors in office and in meeting rooms, occasional assignments outside and field visits in hilly terrain.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist; moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. OCCASIONAL squatting, kneeling, and reaching above and at shoulder height; moderate grasp to manipulate reference books and manuals.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

Hearing: Hear in the normal audio range with or without correction.

EMERGENCY/DISASTER SERVICE

All Town employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the Town requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.