

FIRE DEPARTMENT
SANTA CLARA COUNTY

ADMINISTRATIVE ASSISTANT III/IV

DEFINITION

Under direction, perform and coordinate fiscal, office management, personnel, and other administrative functions in the Department; to supervise a group of administrative support and/or technical staff performing support activities.

This classification is a Fair Labor Standards Act exempt, unrepresented position in the Classified Service.

SERIES DESCRIPTION

The Administrative Assistant III/IV describes levels of positions having responsibility for the day-to-day operation of a central administrative and business management services function aimed at assisting departmental management in the accomplishment of the purposes of the organization. Positions in this alternately staffed series are typically allocated in support of a manager position.

Positions in this series primarily supervise the performance of an administrative services operation, and perform related more simple to complex activities.

DISTINGUISHING CHARACTERISTICS

The Administrative Assistant III class differs from the Administrative Assistant IV class in the scope of responsibilities and complexity of assignment and as defined in this document. An Administrative Assistant III/IV, in addition to size and scope of supervision, may serve as executive assistant to the Fire Chief or primary and confidential assistant to other executive management staff.

Definition Of Levels:

The allocation of positions to a level in the Administrative Assistant III/IV depends on the responsibilities, complexity of assignment and nature of the administrative activities as measured by such factors as: number of activities for which the incumbent is responsible, number of staff managed, supervised and/or coordinated, and size of the department and the administrative unit itself.

In addition to size, the complexity factor is defined in terms of level and variety of the functions of the department; the depth and scope of involvement in budget activities, personnel programs, and projects managed; sophistication level of other administrative activities; level and variety of subordinates supervised; degree of management and supervision exercised; and amount of delegated authority.

- Administrative Assistant III:
Positions at this level typically have responsibility for the administrative support unit, and have responsibility for a wide variety of activities of moderate complexity or may involve a small number of extensive and relatively complex activities. Some positions may perform complex administrative assignments that do not involve the supervision of subordinate staff.

Definition Of Levels (continued)

- Administrative Assistant IV:
Positions at this level may have responsibility for the administrative support unit, and normally conducts the more complex duties. The administrative operation at this level typically involves a wide variety of activities, the majority of which are complex and in-depth in nature. Positions may be responsible for a limited number of major comprehensive and complex activities having a wide scope, effect and influence on the department's activities. Some positions may perform complex and in-depth administrative assignments that do not involve the supervision of subordinate staff.

EXAMPLES OF DUTIES

Depending upon assignment, duties may include, but are not limited to, the following:

- May serve as executive assistant to the Fire Chief or as primary administrative and confidential assistant for a member of the Fire Chief's staff.
- May perform or manage and supervise business management operations of administrative support functions, including personnel, accounting, budgeting, office management, and procedures analysis activities.
- Develop and implement departmental clerical and fiscal procedures and policies.
- Supervise the maintenance of budget, inventory, purchasing, and personnel records.
- Analyze office methods, procedures, and forms.
- Recommend methods for improvement of procedures and coordination of departmental functions.
- Conduct studies and prepare reports on departmental operations including procedures, systems, space requirements, organizational structure, expenditure of funds and types of effectiveness of equipment.
- Interview applicants for administrative support and/or technical positions and recommend on hiring or refer applicants to operating supervisors for selection.
- Evaluate subordinates, provide job-related counseling, mentoring and guidance, and discipline subordinates up to and including making recommendations for termination.
- Facilitate, prepare and/or assist in the preparation and maintenance of departmental operating or procedures manuals.
- Assist the administrator by handling correspondence within assigned areas of responsibility.
- Serve as liaison on behalf of the department regarding all types of administrative support matters.

EXAMPLES OF DUTIES (continued)

- Develop and maintain reporting and monitoring procedures.
- Monitor expenditures of funds to ensure compliance with legal restrictions and conditions set by funding agency or control of expenditures within authorized budget allotments.
- Analyze annual departmental requests.
- Facilitate, prepare and/or assist in the creation and maintenance of filing and record keeping procedures, including archive records management practices and policies.
- Serve as liaison between management and various committees, and facilitate committee activities (e.g., Excellence in Service Award program, Combined Giving Campaign, Employee Excellence Awards program, etc.)
- Manage and process agency-related travel arrangements for Department personnel.
- Conduct special projects related to development of departmental administrative services.
- May prepare, negotiate and administer contracts, prepare and maintain monitoring and reporting systems, prepare grant applications, and confer with state and federal regulatory agencies.
- Perform other related work as required.

EMPLOYMENT STANDARDS

Any combination of training and experience, sufficient supervisory, administrative, or business management experience that demonstrates the possession and direct application of the necessary knowledge, skills, and abilities.

Administrative Assistant III:

Graduation from high school or passing of the General Education Development (GED) test, and a minimum of 30 college credit units plus four (4) years of experience in the full time capacity of experienced-level administrative support with emergency services organizations – of which a minimum of one year has been with the Santa Clara County Fire Department. Work experience may be substituted for college credit units: Ten (10) college units for each year worked following completion of probation as an Administrative Assistant and/or Business Services Associate with County Fire.

Administrative Assistant IV:

Graduation from high school or passing of the General Education Development (GED) test, and a minimum of 60 college credit units plus five (5) years of experience in the full-time capacity of executive assistant or administrative support for senior executives (i.e. Fire Chief, Police Chief, Assistant Chief, Deputy Chief, Director, etc.) of medium-to-large, complex emergency services organizations; Or, three (3) years of experience as an Administrative Assistant III with County Fire.

EMPLOYMENT STANDARDS (continued)

Positions in this class series are flexibly staffed and may be filled by advancement from the Administrative Assistant III level to the Administrative Assistant IV level once the incumbent meets the employment standards of the Administrative Assistant IV level and is approved for reclassification by the Fire Chief.

Highly Desirable: Special training, education and/or certifications in administrative support related fields. Experience using computerized software programs including Microsoft Office suite and other programs currently utilized by the Department and the Fire Chief's Administrative Staff, which cover complex program functions.

Knowledge Of:

- Office management principles, methods and procedures.
- Administrative survey techniques.
- Basic statistical and research methods.
- Principles, problems, and methods of public and business administration, including organization and personnel, fiscal management and budgetary control.
- Office procedures and maintenance of records.
- Basic accounting principles and payroll procedures.
- Complex software such as but not limited to products by Microsoft Office (*e.g., Word, Excel, PowerPoint*), Apple (*e.g., Pages, Numbers, Keynote*), iPad-related software, InDesign, Adobe Acrobat Reader and Pro, programs using FileMaker Pro, etc.
- Principles and practices of management relating to training, evaluation, and supervision of subordinates.
- Some positions may require knowledge of grant application and contract preparation, negotiation and administration including the development of procedures to assure compliance and conformity with terms of the contract.

Ability To:

- Understand, apply and implement administrative policies, practices and procedures.
- Produce simple to complex documents, reports, presentations, and records using relevant software.
- Represent management in dealing with a variety of administrative policies, practices and procedures.
- Represent management in dealing with a variety of administrative matters with employees, or outside public and private agencies.
- Train, evaluate, counsel, discipline, and supervise the work of subordinates.
- Plan, coordinate and initiate action necessary to implement decisions and/or recommendations.

Ability To: (continued)

- Work independently in identifying the need for and developing proposed changes to operating practices, programs, and policies.
- Speak and write effectively.
- Establish and maintain cooperative working relationships with a variety and level of department.

Working Conditions/Physical Demands: Work is typically performed in an office environment; contact with staff and the public. Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication, use of office equipment including computers, telephones, calculators, copiers, printers, fax machine, scanners, postage meters and laminators.

Required Licenses or Certificates: Possession of a valid, appropriate state of California driver's license.

Pre-Employment Requirements: The candidate will be required to complete and pass a Live Scan fingerprint and medical examination, and provide reference check information.