

**FIRE DEPARTMENT
SANTA CLARA COUNTY**

ADMINISTRATIVE ASSISTANT II

DEFINITION

An Administrative Assistant II provides administrative support to an assigned division head and staff, and performs a variety of administrative support work with a degree of independence and high level of responsibility.

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

DISTINGUISHING CHARACTERISTICS

The classification of Administrative Assistant II is distinguished from the lower classification of Administrative Assistant I in that the latter performs more general administrative support to the assigned division, and the Administrative Assistant II may act as a lead to the Administrative Assistant I.

The Administrative Assistant II classification reports to a Deputy Chief, Division Director, or their designee.

EXAMPLES OF DUTIES

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

- Provide administrative support for assigned division such as typing, data entry, scheduling, answering phones, and filing.
- Maintain records and logs of activities for a variety of services and programs.
- Work performed may include basic accounting.
- Compile data and other information and prepare reports as required by the division.
- Develop computerized tracking systems for permits, performance evaluations, etc.; maintain and enter information into databases.
- Answer telephones and provide information to callers, take messages, or transfer calls to appropriate individuals.
- Manage schedules, appointments, and meetings for the division.
- Format, proofread, edit, and distribute general and routine correspondence, reports, forms, and other documents.
- Perform advanced administrative support detail work for assigned division head.
- Prepare logistics for meetings, workshops, and other division-sponsored events.

EXAMPLES OF DUTIES (continued)

- Operate office equipment such as computer, fax machines, copiers, or phone systems; maintain inventories of office supplies and program materials.
- Establish and maintain files for the respective division; file, sort, and retrieve information as required.
- Provide support to division or unit assigned such as subpoenas process; incident reports; facilitate recruitment logistics; manage and track DMV and medical activities; process and facilitate plan preparation for plan review; process and distribute a variety of permits, brush program data entry, etc.
- Provide back-up assistance to other administrative support positions within the Department as necessary.
- Act as lead providing work and training to other administrative support positions, extra-help, and light duty personnel assignments including monitoring and evaluating work assignments.
- May assist in preparing specialized reports or projects as assigned.
- Maintain procedural desk manual.
- Receive and record payments, assist with office records, and tabulate data.
- Track and reconcile division credit card activity.
- Compose and type general correspondence, proposals, and more complex/advanced reports and documents; generate documents from verbal and draft written notes.
- Maintain and update Department information manuals specific to assigned division.
- May be required to drive in the performance of duties as assigned.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: High school diploma or passing of a General Education Development (GED) test and 30 college credit units, plus three (3) years of experience in a full time position performing complex administrative support work. Additional work experience in a full time position performing administrative support work may substitute for ten (10) college units for each additional year worked.

Highly Desirable: Special training, education, and/or certifications in administrative support related fields. Training in computerized software programs including Microsoft Office suite.

Knowledge Of:

- Administrative support and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.
- Comprehensive knowledge of Department policies, procedures, rules and regulations and programs of the respective division where assigned.
- Computer and computer software applications related to office and support work such as Microsoft Word and Excel.
- Creating and/or formatting documents and forms.
- Filing and record keeping procedures.
- Letter and report writing.
- Customer service and telephone etiquette.
- Office equipment including computer, printer, scanner, fax machine, telephone, shredder, etc.
- Basic purchasing and inventory procedures.
- Principles and processes for providing internal and external customer services.
- English language structure including correct English usage, rules of composition, spelling, grammar, and punctuation.

Ability To:

- Anticipate issues and address challenges consistent with the Department's goals and mission.
- Perform specialized program and work unit administrative support functions.
- Provide information and explain Department and division specific policies, practices, and protocols when assisting customers.
- Use computers for various software applications such as database management or word processing in an in-depth basis (i.e. Microsoft Word and Excel).
- Interpret and apply policies, rules and regulations with good judgment in a variety of situations.
- Provide work direction and training on equipment and computer software to Department personnel as needed.
- Work independently with minimum supervision and provide work direction and training to less experienced staff.

Ability To: (continued)

- Record, file, and transmit hard copy and electronic information.
- Compile information and prepare accurate reports.
- Make decisions on procedural matters.
- Prioritize to meet the Department's needs.
- Perform mathematical calculations accurately.
- Type at a rate of 50 words per minute net.
- Listen, read, and understand information and ideas presented through the spoken and/or written word.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Take and transcribe notes accurately.
- Interact with customers in person and on the telephone.
- Operate a variety of general office equipment including telephone, scanner, copier, fax machine, printer, etc.
- Interact tactfully and courteously with Department personnel and the public, providing information and responding to concerns about the respective divisions and/or programs, policies, and functions.
- Demonstrate initiative and exercise good judgment in the performance of duties.

Working Conditions/Physical Demands: Work is performed in an office environment; regular contact with staff and the public. The position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, stooping, grasping, and repetitive and fine coordination hand movement. The incumbent must be able to lift, push, and pull files, paper, and documents weighing up to 25 pounds.

License: Depending on assignment, a driver's license may be required.

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