

FIRE DEPARTMENT
SANTA CLARA COUNTY

ADMINISTRATIVE ASSISTANT I

DEFINITION

An Administrative Assistant I provides administrative support to assigned divisions and performs a variety of office functions.

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

DISTINGUISHING CHARACTERISTICS

The classification of Administrative Assistant I is distinguished from the higher classification of Administrative Assistant II in that the latter performs at a higher level of independence and responsibility, executes more complex duties, and may act as a lead providing work direction and training to the Administrative Assistant I.

The Administrative Assistant I 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, which may include basic accounting.
- Compile data and prepare reports as required by the division.
- 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.
- Prepare logistics for meetings, workshops, and other division-sponsored events.
- Operate office equipment such as computer, fax machines, copiers, or phone systems; maintain inventory of office supplies and program materials.

EXAMPLES OF DUTIES (continued)

- Establish and maintain files for the respective division; file, sort, and retrieve information as required.
- Perform specialized functions particular to the respective division (i.e. process various permits, receive and process payments, scheduling, class registration, etc.).
- Provide back-up assistance to other administrative support positions.
- May assist in preparing specialized reports or projects as assigned.
- May be required to drive in the performance of duties as assigned.
- Maintain procedural desk manual.
- Receive and record payments, assist with basic office records, and tabulate data.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Graduation from high school or passing of the General Education Development (GED) test and any combination of training and experience which would likely provide the required knowledge and abilities. A typical way to obtain the required knowledge and abilities would be two (2) years of experience in a full time office position performing administrative support work.

Highly Desirable: Special training, education, and/or certifications in administrative support related fields are highly desirable. 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, designing forms, and other office procedures and terminology.
- Department policies, procedures, and programs of the respective division where assigned.
- Rules and regulations.
- Computer and computer software applications related to office and support work currently utilized by the Department.
- Creating and/or formatting basic documents and forms.
- Filing and record keeping procedures.

Knowledge Of: (continued)

- Letter and report writing.
- Customer service and telephone techniques.
- Office practices, methods, procedures, and equipment.
- Basic purchasing and inventory procedures.
- English language structure including correct English usage, rules of composition, spelling, grammar, and punctuation.
- Basic mathematics.

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 general information regarding Department and division specific policies, practices, and protocols when assisting customers.
- Use computers for various applications such as database management or word processing.
- Interpret and apply policies, rules, and regulations with good judgment in a variety of situations.
- Apply good judgment in a variety of challenging situations.
- Provide basic work direction and training on equipment and computer software to Department personnel as needed.
- Use a variety of computer software applications on an in-depth basis.
- Work independently with minimal supervision and provide assistance to less experienced staff.
- Compile information and prepare accurate reports.
- Make decisions on basic procedural matters.
- Perform mathematical calculations.
- Type at a rate of 45 words per minute net.

Ability To: (continued)

- Listen, read, and understand information and ideas presented through the spoken and/or written word.
- Sort, file, organize, and maintain records.
- Establish and maintain effective working relationships with those contacted in the course of work.
- 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.
- Interact with customers in person and on the telephone.
- 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.

Required License: Possession and continued maintenance of a valid class C California driver's license and a safe driving record may be required or the ability to provide alternative transportation, as approved by the appointing authority.

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