

**Career Service Authority**

*Administrative Assistant*

Revised Date 10/29/96  
Revised By Patricia Anderson  
FLSA Code Exempt  
Est. Date 09/16/95

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***General Statement of Duties***

Performs administrative duties for cabinet members, deputy directors of large charter departments, directors of divisions within large charter departments, and directors of independent agencies or agencies under the Mayor.

***Essential Duties and Knowledge, Skill, and Ability Requirements***

1. Keeps advised of the current status of the work of the manager or director and anticipates the manager's needs by gathering records, reports, correspondence, statistics, or other specific types of information.
  - *Knowledge of management and organizational principles and practices sufficient to be able to identify operational problems, recommend solutions, and relay management decisions to organizational staff.*
  - *Knowledge of mathematics sufficient to be able to perform a variety of calculations.*
2. Handles confidential matters concerning major City or departmental policy.
  - *Skill in facilitating highly confidential matters related to the agency or departmental policy.*
3. Determines action necessary in situations arising during the manager's absence.
  - *Knowledge of agency or department policies and procedures sufficient to be able to determine routine actions necessary.*
  - *Skill in exercising initiative, judgement, and decision making in meeting organizational objectives.*

- *Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented and problematic situations.*
4. Keeps the manager advised of operational problems and handles matters not requiring executive disposition.
- *Knowledge of the mission and organization of the agency and responsibilities of the manager sufficient to be able to keep advised of the managers' activities and solve routine operational problems not requiring executive disposition.*
  - *Skill in exercising initiative, judgement, and decision making in solving problems and meeting organizational objectives.*
  - *Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented and problematic situations.*
5. Attends meetings or conferences and develops reports on the proceedings to reflect the major points discussed, actions to be taken, and other results that were produced.
- *Knowledge of grammar, spelling, punctuation, and sentence structure sufficient to be able to compose and/or edit correspondence.*
  - *Knowledge of office procedures sufficient to be able to provide information and act as a resource.*
6. Composes and types and/or transcribes correspondence, reports, memoranda, and other material from straight copy, forms, or rough draft utilizing a word processor, personal computer, typewriter, or a variety of other office machines.
- *Skill in operating office keyboard equipment*
  - *Skill in comprising well organized documents which clearly express ideas and facts.*
  - *Knowledge of grammar, spelling, punctuation, and sentence structure sufficient to be able to compose and/or edit correspondence.*
  - *Skill in checking information for accuracy and completeness.*
7. Establishes office procedures and files using standard systems.
- *Skill in establishing office procedures to allow for an organized operation.*
  - *Skill in maintaining and organizing files that allows information to be retrieved quickly.*

8. Makes travel arrangements including reservations and ticket purchases; and places, answers, screens, telephone calls.
  - *Skill in operating a telephone system and screening calls.*
  - *Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.*
9. Maintains the manager's appointment calendar and arranges appointments, meetings, and conferences, contacting the appropriate persons to attend.
  - *Skill in establishing priorities, coordinating work activities, and handling many projects in varying stages of completion.*
  - *Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.*
  - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*
10. Some positions may analyze office equipment needs, prepare justifications for purchase of office equipment, approve supply requisitions, and supervise maintenance of inventory records.
  - *Skill in analyzing office equipment needs.*
  - *Knowledge of mathematical procedures sufficient to be able to process a variety of documents.*
11. Some positions may supervise office services and the composition of routine correspondence; schedule conferences, hearings, and meetings; and prepare agendas.
  - *Knowledge of office procedures and policies sufficient to be able to supervise various office services*
  - *Skill in establishing priorities, coordinating work activities, and performing numerous projects at various stages of completion.*
12. Some positions may be required to take and transcribe complex dictation by shorthand, dictation machine, or other techniques.
  - *Knowledge of grammar, spelling, punctuation and sentence structure sufficient to be able to compose, review and edit correspondence, reports and other documents.*
  - *Skill in taking and transcribing complex dictation by shorthand, machine or other techniques.*

13. Some positions may perform supervisory duties.
  - *Knowledge of supervisory principles and practices sufficient to be able to plan, schedule, and provide assistance to subordinate employees.*
14. Some positions may monitor budgets.
  - *Knowledge of budget documents sufficient to be able to monitor expenditures.*
  - *Knowledge of mathematics sufficient to be able to perform a variety of calculations.*
15. Performs other related duties as assigned or requested.

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*Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.*  
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## ***Job Requirements***

### **Level of Supervision**

Some positions may supervise one or two employees who do not supervise.

### **Guidance and Decision Making**

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgement in selecting the most pertinent guideline in order to interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in unprecedented situations. Work assignment is performed within an established framework under general instructions. Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated. Completed work is generally reviewed for soundness of judgment, conclusions, adequacy, and conformance to policy.

### **Interpersonal Communications**

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented.

### **Physical Demands**

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

**Vision Requirements**

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Accommodation: ability to adjust vision to bring objects into focus.

**Mental Demands**

Mathematical Reasoning

Memorization

Oral Comprehension

Spatial Orientation

Written Comprehension

**Working Conditions**

Subject to many interruptions

Pressure due to multiple calls and inquiries

**Minimum Education**

Graduation from high school or possession of a GED Certificate.

**Minimum Experience**

Three years of clerical experience which includes one year of experience of the type and at the level of Senior Secretary.

**Equivalency**

A combination of appropriate education and experience may be substituted for the minimum experience requirement except for the one year of experience of the type and at the level of Senior Secretary.