



Departmental Assistant

Department/Division:	Various
Reports To:	Department director, manager and/or coordinator
Provides Direction To:	Not applicable
Revised:	June 16, 2022

GENERAL PURPOSE

Under general supervision, performs a wide variety of clerical, customer service, and office support tasks in support of an assigned department and/or one or more divisions; provides departmental specific assistance to staff; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Departmental Assistant is the entry level of the administrative support series. These positions perform more structured tasks and assignments under greater direction. The Departmental Assistant is distinguished from higher classification levels in the administrative support series that perform independent research, administer more complex special projects, utilize complex databases, organize and plan events, and prepare more extensive reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

1. Performs a wide variety of clerical work, including typing, filing, proofreading, checking, and recording information.
2. Types agendas, action minutes, lists, claims, memorandums, public notices, staff reports, correspondence, appeals, purchase orders, certifications, forms, and related information from rough drafts, copy, notes, and transcribing machine recordings.
3. Sets up and maintains a variety of files in different formats, including hard copy, electronic, digital, and Laserfiche, and for records research, archive, management and destruction.

4. Provides customer service to staff and public; answers phones, takes messages, and assists the public and other departments at the counter and by email by providing routine departmental information or by directing complex inquiries or problems to the appropriate staff member.
5. Receives and processes record requests, registration payments, refund payments, invoices, waivers, mailers, forms, and other documents; trouble-shoots problems involving department software for records purposes.
6. Performs departmental specific, semi-technical tasks and assignments, including City and department data and file research, archives, and other projects.
7. Creates fliers, newsletters, brochures, forms, handouts, packets, presentations, hand outs, and updates information for public displays, and dissemination.
8. Writes and tracks service requests, updates departmental logs, and issues permits or records prepared by staff, and produces reports.
9. Sorts and distributes incoming department mail and prepares outgoing mail.
10. Assembles, produces, and scans copies of materials, and posts documents and notices on websites and in other physical and electronic locations.
11. Schedules meetings and appointments for offices and facility use; makes reservations and updates calendars and logs.
12. Organizes inventory and maintains and orders department office supplies and tracks expenses by account.

QUALIFICATIONS GUIDELINES

Knowledge of:

Departmental specific practices, policies, and procedures; records management practices; modern office procedures and data entry techniques; customer service techniques; office etiquette; correct English usage, spelling, grammar, and punctuation; filing and record keeping procedures.

Ability to:

Read, enter and verify the accuracy of basic accounting, customer, and office records; research, verify, and provide accurate answers to questions; make basic math calculations; communicate clearly and concisely, orally and in writing; establish and maintain effective working relations with other employees and the general public; organize work to meet deadlines; utilize word processing, spreadsheet, records management, and office support software; maintain confidentiality of records; operate standard office equipment, including computer, calculator, copier, fax and scanning equipment.

Education/Training/Experience:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to high school graduation, preferably supplemented by training or coursework in customer service and word processing, spreadsheet and common office support software applications.

Experience: Three years of clerical, customer service and/or basic accounting support experience, preferably in a public environment.

Licenses; Certificates; Special Requirements:

Depending upon the position assignment, valid Class C California driver's license, acceptable driving record, and proof of insurance in compliance with the City's Vehicle Insurance Policy standards.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is frequently required to sit, talk or hear and to occasionally stand and walk and typically lift and carry records and documents typically weighing less than 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with City staff, other organizations and the public, and occasionally deal with dissatisfied or quarrelsome individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level is typically quiet and the employee works in a controlled office setting.