



**Title: Administrative Assistant I**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to perform a variety of routine Administrative and office support tasks, respond to customer service inquiries and provide administrative support to the assigned organizational function. This is accomplished by receiving, screening, and directing telephone calls and visitors, entering and updating customer information, maintaining reports and logs, sorting and filing incoming correspondence and documents, and completing other related clerical activities.

**ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

<b>(S) Sedentary</b> Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	<b>(L) Light</b> Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	<b>(M) Medium</b> Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	<b>(H) Heavy</b> Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	<b>(V) Very Heavy</b> Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	S	Provides administrative support by receiving and screening telephone inquiries and visitors, responding to routine questions and providing information, typing, sorting, filing documents, copying, scanning and/or faxing documents, assisting with completion of routine forms, opening and distributing mail and preparing outgoing mail.	30%
2	S	Prepares monthly reports by entering, tracking, recording, and reporting data into automated database system and gathering and summarizing information.	30%
3	S	Provides meeting support by attending various inter-departmental committees and preparing various correspondence by typing, scanning, faxing, and mailing various documents.	20%
4	S	Provides information for employee-related activities by scheduling, preparing and delivering packets, bulletins, or fliers for special events and participating in special projects.	20%

**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	Work requires the knowledge and ability to read and understand written instructions, basic operational, technical or office processes, and the routine operation of machines. Level of knowledge is equivalent to four (4) years of high school or equivalent.



	Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.
Experience	A minimum of six (6) months of general office or administrative support experience.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	The employee normally performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Typing Certificate verifying minimum typing speed of 40 net words per minute.

<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Record keeping and filing methods and systems.</li> <li>• Methods and techniques of filing, tracking, recording, and presenting data.</li> <li>• Practical application of computers and peripheral equipment.</li> <li>• English grammar, punctuation, spelling, and usage.</li> <li>• Standard office machine usage.</li> <li>• General methods of tactful public communication</li> </ul>



**SKILLS**

- Basic word processing, spreadsheet, presentation and database software.
- Specialized software related to functional area.

**ABILITIES**

- Handle all internal/external contacts with courtesy, diplomacy, and tact.
- Work well with others.
- Deal with difficult people and situations.
- Learn District and departmental operating policies, procedures, systems, and methods.
- Organize information clearly and precisely.
- Explain information to others.
- Prioritize and deal with conflicting workload requirements.
- Speak clearly and communicate messages to appropriate individuals.
- Apply customer service skills, representing the District in a positive way while working with the public.
- Multi-line phone system and telephone etiquette.



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-

Sedentary	Light- X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Making presentations; observing work site; observing work duties; communicating with co-workers
Sitting	C	Desk work; meetings;
Walking	O	To other departments/offices; around work site
Lifting	O	Supplies; files
Carrying	O	Supplies; files
Pushing/Pulling	O	File drawers; equipment; tables and chairs
Reaching	O	Files; supplies
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard; telephone keypad
Kneeling	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Crawling	N	
Bending	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Twisting	R	From computer to telephone
Climbing	R	Stairs; step stools
Balancing	N	
Vision	C	Reading; computer screen;
Hearing	C	Communicating via telephone/radio to co-workers/public
Talking	C	Communicating via telephone/radio to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		None noted

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Telephone, fax machine, copy machine, report binding machine, calculator, computer and associated hardware and software.



**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
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<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:** None

**NON-PHYSICAL DEMANDS:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.