

CITY OF MANTECA

ADMINISTRATIVE ASSISTANT I

Department: All Departments

Bargaining Group: Technical and Support Services

Effective Date: July 2007

FLSA Status: Non-Exempt

Revision History: November 2024

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of responsible clerical support duties requiring an understanding of a process or functional area of an assigned department or program; answer phones and greet and assist the public.

DISTINGUISHING CHARACTERISTICS:

The Administrative Assistant I classification performs a variety of responsible clerical support duties requiring an understanding of the operations, procedures and functions of an assigned department or program. Incumbents receive only occasional instruction or assistance. The Administrative Assistant classification provides an opportunity to learn the terminology, processes and operations of an assigned department or program. Incumbents in this classification are assigned routine and repetitive clerical duties and generally work under close supervision.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of responsible clerical support duties requiring an understanding of a process or functional area of an assigned department or program; assist in assuring smooth and efficient office operations.

Serve as receptionist, answering telephone calls and directing calls to appropriate personnel; take and relay messages as appropriate.

Receive, greet and direct visitors; respond to inquiries and provide a variety of information to City staff and the general public related to department or program operations, policies and procedures; resolve issues as appropriate.

Type letters, forms, memoranda, bulletins, reports, notices, flyers or other materials from detailed or rough copy; compose routine correspondence; proofread completed typing assignments; process a variety of forms and applications; duplicate and distribute materials as necessary.

Compile information and prepare and maintain logs, files and records; review and verify the accuracy and completeness of various documents; compile signatures as needed.

Receive, sort and distribute mail and supplies; prepare and distribute informational packets and bulk mailings as directed.

Input a variety of data into an assigned computer system; maintain automated records and files as
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directed; generate computerized reports as requested.

Operate a variety of office equipment including a copier, fax machine, typewriter, computer and assigned software.

Communicate with other departments, City staff and outside organizations to exchange information and resolve issues or concerns related to assigned activities.

Assist with monitoring inventory levels of office supplies; assist in ordering, receiving and maintaining inventory of office supplies as directed.

Assist with preparing for meetings and special events as assigned.

OTHER DUTIES:

Receive and process fees, enrollment charges, fines or other money.

Prepare receipts, reconcile accounts, and balance money received.

Initiate and track work orders and purchase orders.

Perform accounts payable and receivable for assigned department.

Maintain a variety of accounting records, logs, files including petty cash, daily cash, and daily revenue records.

Process timesheet entries or other personnel transactions in support of department needs.

Process and generate fund transfers, checks, refunds, and invoices.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Organization, procedures, and operating details of the City department to which assigned

Basic terminology, processes and operations of assigned office.

Modern office practices, procedures and equipment.

Telephone techniques and etiquette.

Record-keeping and filing techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Operation of a computer and assigned software.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Perform a variety of responsible clerical support duties such as filing, typing and duplicating materials.

Answer telephones and greet the public courteously.

Maintain records and files.

Operate a variety of standard office equipment including a computer and assigned software.

Compile, assemble, verify and prepare data for records and reports.

Compose correspondence and written materials independently.

Understand and follow oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

Communicate effectively both orally and in writing.

Complete work with many interruptions.

Receive, sort and distribute mail.

Report to work every scheduled workday.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and sufficient training and experience to demonstrate the knowledge and abilities listed above.

LICENSE/CERTIFICATIONS AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

Demonstrated knowledge of keyboarding/typing.

Familiarity with document conversion applications, or artificial intelligence (AI) computer and web-based applications for creating content.

WORKING CONDITIONS:**ENVIRONMENT:**

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.