

CITY OF MANTECA

ADMINISTRATIVE ASSISTANT II

Department: All Departments **Bargaining Group:** Technical and Support Services

Effective Date: July 2007 **FLSA Status:** Non-Exempt

Revision Status: November 2024

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of complex clerical and secretarial support duties involving frequent public contact and requiring an understanding of a process or functional area of an assigned department or program; coordinate flow of communications; organize and assure smooth and efficient office operations.

DISTINGUISHING CHARACTERISTICS:

The Administrative Assistant II classification provides clerical and secretarial support duties in support of an assigned supervisor involving frequent public contact and requiring an understanding of a process or functional area of an assigned department or program. The Administrative Assistant III classification performs varied and complex secretarial and administrative assistant duties to relieve a cabinet-level administrator or mid-manager of administrative and clerical detail. Incumbents in this classification plan, coordinate and organize office activities and flow of communications for the assigned cabinet-level administrator or mid-manager.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of complex clerical and secretarial support duties involving frequent public contact and requiring an understanding of a process or functional area of an assigned department or program; organize and assure smooth and efficient office operations.

Coordinate flow of communications; greet and assist visitors; initiate and answer telephone calls; take messages; screen and route calls; respond to inquiries and provide technical information related to office programs, schedules, activities, policies and procedures; resolve issues as appropriate; refer difficult matters to the supervisor.

Compose correspondence independently or from oral instructions; type letters, reports, memoranda, forms, contracts, records, requisitions, service requests and other materials from straight copy, rough drafts or oral instructions; proofread and verify accuracy of documents.

Input a variety of financial data and other information into an assigned computer system; maintain automated records and files; generate a variety of mandated and requested computerized lists and reports; assure accuracy of input and output data; submit reports to appropriate agency or personnel.

Compile information and prepare and maintain a variety of records, logs and reports related to department programs, personnel, attendance, financial activity and assigned duties; establish and

maintain filing systems; process a variety of forms and applications; duplicate materials as necessary.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; arrange for equipment repairs as needed.

Monitor inventory levels of office supplies and equipment; order, receive and maintain inventory of office supplies and equipment; monitor program expenditures as directed.

Communicate with other departments, personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns.

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

Participate in a variety of other assigned activities such assisting with the preparation of employee schedules, dispatching department personnel, scheduling service calls and processing payroll.

Attend department meetings 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:

Terminology, processes and operations of assigned office.

Modern office practices, procedures and equipment.

Telephone techniques and etiquette.

Business letter and report writing techniques.

Record-keeping techniques.

Methods of collecting and organizing data and information.

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.
Mathematic calculations.

ABILITY TO:

Perform a variety of complex clerical and secretarial support duties involving frequent public contact and requiring an understanding of a process or functional area of an assigned department or program.
Prepare and maintain a variety of manual and automated records and reports related to assigned activities.

Assure smooth and efficient office operations.
Coordinate flow of communications for the assigned supervisor.
Answer telephones and greet the public courteously.
Learn, interpret, apply and explain rules, regulations, policies and procedures.
Learn policies and objectives of assigned department or program.

Operate a variety of standard office equipment including a computer and assigned software.
Compile, assemble, verify and prepare data for records and reports.
Process and input a variety of financial documents and information
Complete work with many interruptions.
Meet schedules and time lines.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Add, subtract, multiply and divide quickly and accurately.
Report to work every scheduled workday.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and two years of experience equivalent to that of an Administrative Assistant I at the City of Manteca, or two years of increasingly responsible clerical experience including frequent public contact.

CERTIFICATIONS/LICENSES:

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.