

**Palos Verdes Library District
Administrative Assistant II
Job Description**

Last Reviewed: August 2017

Salary Range: 47

PURPOSE

The Administrative Assistant performs a variety of office administrative, secretarial, and general clerical tasks related to the effective and efficient operation of the District's administrative functions and activities, including reception services; word processing; filing and records management; procurement; and the handling of confidential materials and information; and performs other duties as required. Incumbents at the higher levels also provide administrative support to the Board of Library Trustees and the District Executive Director's office.

This is the experienced or journey-level class within the Administrative Assistant series. In addition to the above, incumbents may be required to train and oversee the work of other employees such as passport agents and, volunteers; maintain inventories of office supplies and procure supplies as needed; create, issue, and track authorized purchase orders; research and recommend items for purchase; administer the District's meeting room reservation and rental procedures and develop policy recommendations related to meeting room rentals; prepare reports and input statistical information, correspondence, and other documents; make travel arrangements; and develop and maintain records management systems. This position is a participant and supervisor of the passport service team and responsible for passport flyers, signage, website and recertification of agents; and provides routine assistance to administrative staff. Appointment to the Administrative Assistant II class requires a District opening and that the employee demonstrate the ability to perform the full range of duties of the higher class and meet the qualification standards for the higher class

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Essential duties include, but are not limited to, the following:

Supervision and Leadership

Provide management and leadership to Passport Acceptance Agents district wide, including:

- Oversee the certification and training for all new Passport Acceptance Agents
- Supervise Passport Acceptance Agents
- Manage passport shifts and scheduling
- Ensure Passport Acceptance Agents are well informed about updates and changes within passport services.

Customer Service

- Provides a high level of customer service.
- Screens calls, visitors, and mail; assists in applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries from public; enters/tracks public calls into appropriate computer databases; directs callers to appropriate District staff via switchboard; assists public at front counter and directs public to appropriate locations/staff.

Administration:

- Administers meeting room reservations; ensures appropriate documentation is completed; and processes payments.

- Organizes and maintains various files, including confidential materials; purges files as required.
- Composes types, transcribes, researches, formats, and proofreads a wide variety of correspondence, minutes, reports, letters, and memoranda; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggest corrections to drafts.
- Makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- Acts as a certified Passport Acceptance Agent; processes passports, such as collecting documents and information required by the National Passport Office; performs all administrative functions related to passport processing, such as photos, mailing, postage, and completing transmittal reports.
- Participates in the District's notary service; notarizes documents in accordance with all legal requirements.
- Ensure all passport applications are mailed and tracked accordingly.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Passport processing, rules and regulations, and all passport services.
- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors, and District staff in person and over the telephone.
- Organization and function of public agencies, including the role of an elected District Board and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes, and procedures related to functional area of assignment.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping; including automated and manual records management principles and practices, including legal requirements for recording, retention, and disclosure.
- Computer applications related to the work, including word processing, web applications, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Project coordination and implementation procedures.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and minimal supervision.
- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests/interruptions.
- Perform basic research and prepare reports and recommendations.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Take notes rapidly and accurately; transcribe own notes.
- File materials alphabetically, chronologically, and numerically.

- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow up on assignments with a minimum of direction.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Interpret and implement policies, procedures, technical processes, and computer applications related to the Executive Director's office and function of the Board of Library Trustees.
- Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures.
- Establish and maintain a records management system.
- Respond to requests and inquiries from the general public.
- Understand and carry out oral and written instructions.
- Operate modern office equipment, including computer equipment and copy machines.
- Establish and maintain cooperative working relationships with colleagues.

Education, License and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Administrative Assistant II: Equivalent to graduation from high school with supplemental training in administrative or secretarial skills and relevant computer software applications programs, and three (3) years of varied administrative support experience preferably involving some public contact. Must possess and maintain a valid California class C driver's license and have a satisfactory driving record.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 25 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions and may have direct exposure to electrical hazards. Incumbents may interact with upset staff, public, volunteers and contractors in interpreting and enforcing departmental policies and procedures.

Working Conditions

May be required to work flexible schedules including evenings, weekends, and holidays.