

## CITY OF SAN JUAN CAPISTRANO

### ADMINISTRATIVE SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### **DEFINITION**

To provide administrative support for an assigned department or division including typing, filing, and answering phones; to provide customer service, information, referrals, and assistance to the general public and other departments; to maintain various files and records; and to perform a variety of tasks relative to assigned area of responsibility.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate supervision from assigned supervisory staff.

**ESSENTIAL FUNCTION STATEMENTS**  *Essential responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Performs a wide variety of general, administrative and clerical work including typing, filing, answering phones, and maintaining records; verify the accuracy of information received.
2. Acts as a receptionist; answers the telephone and provides information on departmental and City policies and procedures as required.
3. Provides customer service, information, referrals, and assistance to the general public and other departments in reference to assigned area of responsibility.
4. Assist in a variety of department operations; receive and prioritize work; maintain department filing system; process incoming and outgoing mail.
5. Creates flyers, brochures, and articles for the general public in reference to assigned department's functions.
6. Answers queries from general public and refers them to proper City department.
7. Provides applicable forms to the public as needed; applies departmental policies and procedures in determining completeness of applications, forms, records and reports.
8. Types, word processes, and proofreads a variety of documents including general correspondence, meeting minutes, agendas, reports, memoranda, and statistical charts from rough draft, recordings, or verbal instruction.
9. Operates a variety of office equipment including copiers, postage meters, facsimile machines, and computers; input and retrieve data and text; organizes and maintains disk storage and filing.

10. Compiles information and data for statistical and financial reports; maintains a variety of statistical records; checks and tabulates data.
11. Orders, receives, and organizes office materials and supplies.
12. Performs related duties and responsibilities as required.

## **QUALIFICATIONS**

### **Knowledge of:**

Principles and practices of filing and record keeping.  
Methods and techniques of word processing.  
Principles of business letter writing and basic report preparation.  
Modern office procedures, methods and equipment including computers.  
English usage, spelling, grammar and punctuation.

### **Skill to:**

Preparing a variety of correspondence and documentation.  
Performing a variety of general clerical work.  
Typing at a speed necessary for successful job completion.  
Operating a variety of office machines including a word processor.  
Maintaining a variety of files and records.  
Responding to requests and inquiries from the general public.  
Understanding and following oral and written instructions.  
Communicating clearly and concisely, both orally and in writing.  
Establishing and maintaining effective working relationships with those contacted in the course of work.

### **Experience and Training Guidelines**

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

#### **Experience:**

Two years administrative support experience.

#### **Training:**

Equivalent to completion of the twelfth grade.

## **WORKING CONDITIONS**

### **Environmental Conditions:**

Office environment; exposure to computer screens.

### **Physical Conditions:**

Essential duties may require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard.