

**CITY OF BIG BEAR LAKE**  
**ADMINISTRATIVE ASSISTANT**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION:**

Under general supervision, performs a wide variety of routine and complex office, clerical, and administrative support tasks and duties for management and other staff requiring knowledge of a specialized function or service in order to support an assigned department; assists the public by providing information personally or directing information requests according to established procedures; sorts, logs, and maintains records and other documents; learns policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

The **Administrative Assistant** is the full working level class in which incumbents are expected to independently perform the full scope of duties in an assigned department. Incumbents perform a full range of office and administrative support duties, including organization and coordination of work load, preparation of reports, review of plan submittals, inspection scheduling, permit and license issuance, and explanation of City ordinances, all requiring considerable department/program knowledge. This classification is distinguished from classification of Administrative Assistant - HR in that the latter has responsibility for performing confidential duties in support of in a Human Resources environment dealing with employee-employer relations matters.

**SUPERVISION RECEIVED/EXERCISED:**

Receives general supervision from the Director or manager of an assigned department or major division. Incumbents in this class do not routinely exercise supervision.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Performs a wide variety of routine and complex office, clerical, and administrative support tasks and duties, including organizing and coordinating work; sets priorities and meets deadlines.
- Assists the public by phone and receives visitors at the counter; listens to and receives complaints; demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public; represents the City to all callers and visitors in a professional and customer friendly manner.
- Uses computers to enter, prepare, and proofread drafts, labels, forms, envelopes, and a variety of documents, which may include complex correspondence, agendas, press releases, reports, and memos; prepares and distributes a variety of documents; creates logs, databases, and forms; prepares and distributes public hearing notices; maintains accurate files and records.

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- Orders supplies; creates purchase orders; prepares invoices for payment; monitors expenditures; submits demands for payment; sorts and distributes mail.
- Performs special projects, which may include field surveys and researching parcel information and property permit history; assists with address assignments.
- Prepares agendas for Planning Commission meetings or other meetings as requested; distributes agendas; attends and takes minutes at all Planning Commission meetings or at other meetings as necessary; transcribes meeting minutes.
- When assigned, approves minor building permits; issues building permits; assists customers with applications for building permits; ensures applications are complete; oversees application process and forwards applications to appropriate location; receives plans and forwards to the appropriate staff member; locates and retrieves specific documents and plans for the public; provides information regarding procedures and services related to Community Development to the public, including zoning ordinances; assists in scheduling building inspection services.
- When assigned, reviews plan submittals from developers to ensure compliance with application requirements; tracks submittals through the review process; calculates and collects fees for submittals; issues encroachment permits.
- When assigned, maintains data for the purposes of grant, FEMA, Fire Strike Team and other funding reimbursement.
- May assist in bid process; purchases on-going and special supplies; processes accounts payable and receivable for a department; maintains timesheets and other employee related files and documents.
- Assists in supporting other departments as needed; depending on assignment, may support contract staff.
- Establishes positive working relationships with representatives of community organizations, state/ local agencies, City management and staff, and the public.

### **PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for an **Administrative Assistant**. A typical way of obtaining the required qualifications is to possess the equivalent of two years of significant, directly related, and progressive clerical experience, and a high school diploma or the equivalent. Experience in a public agency is preferred.

**License/Certificate:**

Possession of, or ability to obtain, a valid Class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Standard office and administrative policies and procedures as related to an assigned department(s); City codes and ordinances related to assigned division/department; records processing and maintenance procedures and systems; building and zoning ordinances; procedures for permit applications and issuance; backflow prevention programs; preparation of complicated documents; basic principles of mathematics; applicable federal, state, and local laws, codes, and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

**Ability to:**

Provide general clerical support; read, understand, and review documents for accuracy and relevant information; use applicable office terminology, forms, documents, and procedures in the course of the work; read, understand, and explain zoning and building ordinances; approve and issue building and encroachment permits; learn the policies, procedures, and guidelines of the assigned department(s) in a timely manner; maintain accurate office files; compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; attend evening meetings as required; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, ordinances, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate an office computer and a variety of word processing and software applications.