

ADMINISTRATIVE ASSISTANT
(Part-time & Full-time; I/II)

General Responsibilities

Under supervision, the position performs a variety of complex and responsible clerical and analytical duties essential to the operation of the City and in direct support to the City Manager. The position is under direct supervision of the City Manager, but also work directly with all Department Heads. Examples of core responsibilities include meeting management and public notices; maintaining records; developing and implementing city programs when necessary; coordinating activities and efforts by multiple departments /functions; and serving as the key liaison with the public and outside agencies on a daily basis. The position provides confidential assistance to city officials and is expected to exercise sound judgement.

Essential Functions

The position works under the general supervision of the City Manager and expected to provide administrative and analytical support to the City Council and the City Manager on a daily basis. The following duties are normal for this position but should not be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Provides administrative assistance to elected and appointed city officials. Tasks include scheduling, verbal and written communication with the general public and other agencies, etc.
2. Develops and implements city initiatives and programs under supervision and within the scope of the Jackson Municipal Code. Prepares memorandums accordingly. Work may include grant implementation and coordination with consultants.
3. Attends and takes minutes of City Council, Board, Commission, Committee meetings and transcribes minutes from notes to usable form for the permanent record.
4. Prepares and authorizes the release of City records ensuring compliance with Inspection of Public Records Act.
5. Prepares, organizes various documents, correspondence, legal notices, proclamations, resolutions, ordinances, reports, city forms and publications. Makes and/or implements recommendations on procedural improvements.
6. Acts as the city's website administrator: post City, departmental program updates or documents onto the website and city social media site when available.
7. Receives, records and resolves citizen service complaints within limits of authority. Keeps the city manager apprised of any progress.
8. Acts as the Filing Officer for city officials' Form 700.
9. Assists city election activities.
10. Performs limited accounting tasks, processes payables and/or receivables including city's insurance applications and special projects.
11. Performs work that requires confidentiality considerations.
12. May be assigned with supervisory duties.

Qualifications: Ideal candidates are expected to possess the following knowledge, skills and abilities.

Knowledge of:

1. Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
2. Applicable local, state and federal codes, laws and regulations, including the Jackson Municipal Code, Brown Act, and Public Records Act within 6 months of hiring.
3. Business letter writing and the standard format for reports and correspondence.
4. Computer applications related to the work, including word processing, database, and spreadsheet applications.
5. Principles, practices, and techniques related to public records management, document imaging, and agenda preparation.
6. Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Skills of:

1. Multi-tasking, organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
2. Preparing accurate written reports and correspondence, formatting and presenting information.
3. Researching, surveying, organizing, compiling, and summarizing a variety of information materials.
4. Establishing and maintaining cooperative working relationships with other personnel. Communicate effectively with the general public. Utilizes a team approach as appropriate.
5. Data processing, preparing statistical and narrative reports.

Ability to:

1. Seek out for relevant information. Understand and properly carry out both oral and written directions. Pay attention to details.
2. Exercises appropriate judgment to make independent decisions.
3. Accept supervision and direction; show efforts to improve performance as necessary.
4. Make effective use of time at work; organize work effectively.
5. Respond quickly and effectively in difficult situations.
6. Adapt to changes in schedules and new situations as necessary.
7. Train and instruct other employees of applicable functions of the job as directed by the city manager.
8. Cross train with other front office employees in city hall.
9. Meet the physical requirements necessary to safely and effectively perform assigned duties.

Education and Experience Guidelines: Qualifying for consideration in the selection process will be based on the description listed above under Knowledge, Skills, and Abilities, and a combination of the Education and Experience requirements described below.

Education:

High school diploma or equivalent required. Associate or Bachelor Degree in Political Science, Business Administration or related field desired.

Desirable Experience:

Experience working with a city or other governmental agency, and two years of responsible clerical or administrative experience in a team environment is highly desirable.

Personal Attributes:

The incumbent must possess sound work ethics and demonstrate the following personal attributes:

- Organized and focused
- Ability to remain calm under stress and multiple deadlines
- Dedicated and trustworthy
- Positive attitude and able to learn new techniques to improve job performance
- Ability to use discretion and understand the need for confidentiality

Licenses/Certificates: Possession of a valid California Class C Driver's license, proof of insurance and satisfactory driving record is required.

Working Conditions: Work typically takes place in an office environment.

Physical Demands: Maintain the following physical abilities: see well enough to read instructions, fine print, computer screen and to operate vehicles / equipment; hear well enough to converse on the telephone and in person; stand at counter to assist customers; bend and twist to access files, supplies and equipment; use of hands and fingers for use of computer keyboard, copy machine, filing, writing, operate equipment and answering telephones; be able to lift equipment and office supplies as necessary.

Pre-employment eligibility and testing requirements: Candidate will be subject to a pre-employment physical exam and/or drug testing. Candidate is required to pass a background investigation and provide proof of eligibility to work in the United States.