

**CITY OF ANAHEIM  
CLASS SPECIFICATION**

**TITLE CODE: 01U & O17**

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**CLASSIFICATION:** Administrative Assistant

**DEPARTMENT:** All Departments

**CLASS DEFINITION:** Under general direction, perform administrative staff functions in the support of business operations of a department; perform highly complex secretarial support to an Executive Manager and/or Senior Management; and complete research and special projects as assigned.

**DISTINGUISHING CHARACTERISTICS:**

Positions in this classification consistently and predominately perform at a significant level of delegated responsibility and authority involving the technical aspects of the manager's functions while also giving secretarial support. They have the delegated authority to make independent decisions and take independent action having significant city and organizational wide impact. On their own initiative, they perform a variety of administrative details involved in the interpretation and implementation of policy and procedures for the Executive Manager/or body of legislators.

Exempt positions are distinguished in that they regularly involve the exercise of discretion and independent judgment in matters of significance rather than adherence to prescribed procedures or specific instructions. Some positions may be designated as non-exempt based upon specific department assignments.

**SUPERVISION RECEIVED AND EXERCISED:**

Work under administrative supervision. Work is outlined and reviewed periodically.

May make assignments, set priorities, train and review the work of subordinates. May hire, fire and discipline.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS:** Responsibilities and duties may include, but are not limited to, the following:

Assist an executive by planning and organizing general business operations of the department; formulate, affect, interpret and/or implement management policies or operating practices, policies and procedures to expedite work flow and processes and to facilitate the implementation of policies and programs.

Process responsible administrative details not requiring the immediate attention of the supervisor; initiate and maintain contact with individuals, groups and agencies; receive and investigate complaints; collect, compile and analyze information pertaining to the functions of the department; represent and act for the supervisor in accordance with broad guidelines and good judgment.

Using broad discretion and knowledge of business operations take and respond to calls; screen inquiries and take messages; schedule appointments; answer questions requiring interpretation, judgment and a thorough understanding of policies and procedures, search for, and abstract technical data.

Receive, open, date stamp, and screen incoming mail using broad discretions and knowledge of business operations; arrange in priority order, assemble background information, prepare responses where appropriate and distribute to appropriate staff.

Compose correspondence requiring use of judgment based upon a thorough knowledge of the functions and procedures of the unit which may or may not be reviewed by the supervisor.

Compile information for a variety of narrative and statistical reports, locate sources of information, devise forms to serve data and determine proper format for finished report, use interpretative judgment as to content; prepare reports and routine staff reports from conducted research.

Conduct research and make recommendations in the development of department policies, procedures and goals; implement changes as required.

Using good judgment maintain and coordinate daily calendars and schedules; gather information regarding upcoming meetings or events and ensure that the Executive Manager is fully informed; coordinate all details for upcoming events with individuals/organizations in which the Executive Manager is participating. Make facility and refreshment arrangements.

May prepare and monitor a division budget (i.e. Administrative Division).

May provide direct or technical supervision over other clerical and/or part-time employees.

May take stenographic minutes of public hearings and/or official business meetings conducted and compose minutes.

May take dictation of letters, memoranda and reports using shorthand notes and dictation/transcription equipment.

May ensure that legal notices and hearing publications are prepared and posted according to state laws and city ordinances.

Type forms, schedules, reports, lists, general correspondence, manuscripts, complex agendas, charts, graphs, contracts and statistics.

Operate a variety of modern office equipment, such as a typewriter, calculator, word processor, computer and printer.

Proofread materials for clerical accuracy, spelling, syntax, grammar and clarity using judgment in making editorial changes.

Some positions in this classification are assigned "Office Manager" responsibilities that include supervision of a large group of clerical support employees. In this role, incumbents perform the following duties:

Supervise, train, and evaluate employees, interview and select staff; conduct performance and recommend and implement salary increases, promotions and other similar actions; recommend and implement disciplinary actions up to and including termination; schedule work assignments and evaluate work products.

Provide and/or arrange for staff training and development.

Manage the Records Retention program for the department.

Operate a computer to enter and edit a variety of data using numerous programs and formats and devising formats for specialized purposes.

May assemble departmental City Council agenda packet, bringing forward notes and continued items and gathering additional background materials, as requested.

Exercise discretion in making itineraries/travel arrangements.

Develop filing systems for record storage and retrieval; copies, collates, staples and otherwise binds a variety of materials.

Maintain records of the unit concerning purchases, budget accounts and inventory and requisitions office supplies.

Design office forms, charts and graphs.

Maintain personnel files of departmental staff.

Perform related duties and responsibilities as required.

**When assigned to the Convention, Sports & Entertainment Department:**

Receive requests and arrange distribution of complimentary tickets to various events at City venues.

Maintain records of ticket distribution in accordance with City Ticket Policy.

**When assigned to the City Attorney's Office may also:**

Coordinate the preparing, editing, filing and serving of various litigation documents.

Coordinate the service process in litigated cases with attorney services and couriers.

Assist trial attorneys in scheduling and coordinating their calendars with respect to filing required litigation documents and making court appearances, in accordance with statutory deadlines, using calendaring software.

Set depositions, prepare discovery documents, calendar essential notices, and arrange for fees, such as payment of experts or posting jury fees in a timely manner.

Assist the attorney at trial with preparing jury instructions, voir dire and court orders, judgments and rulings.

Prepare appropriate notices of rulings and judgments following trial or disposition of a litigated case.

Independently compose routine and involved correspondence requiring good judgment; obtain information through files review and familiarity with court requirements.

Keep abreast of current court procedures in order to comply with new court rules and litigation procedures.

File, organize and update active litigation files for attorneys.

#### **JOB RELATED QUALIFICATIONS:**

Experience and Training Guidelines: Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities are as follows:

Experience: Performing highly responsible administrative-level secretarial work at an executive office level. When assigned to the City Attorney's Office, experience in performing responsible legal secretarial work in direct support of civil litigation attorneys.

Knowledge of: Sound Administrative processes; process and procedure development techniques ; sound knowledge of the business operations of the assigned department; files and records management processes and regulations; data collection and analysis techniques; principles of office management; advanced principles and methods of business correspondence and report preparation; modern supervisory principles and practices; general methods of budget preparation and financial record keeping, English usage, spelling, grammar, syntax and punctuation; business math; and business telephone etiquette. When assigned to the City Attorney's Office: Legal terminology and the forms and documents used in legal secretarial work; legal procedures and practices involved in composing, processing and filing a variety of legal documents; standard legal references and their contents.

Ability to: Effectively manage and organize the work of a professional administrative office; read, understand and apply complex materials; proofread and detect errors in typing, spelling and punctuation; establish and maintain complex filing systems; perform highly skilled secretarial and when appropriate, legal secretarial work; collect, interpret and exercise judgment in organizing data and compiling reports; initiate and compose correspondence; receive confidential information and maintain confidentiality; operate a computer with accuracy; type at a net corrected speed of 50 words per minute; establish and maintain effective relationships with those contacted in the course of work.

The shorthand requirement may be waived by the supervisor prior to conducting recruitment.

Positions in this class which become vacant are normally refilled at the Executive Secretary level.

License/Certification Required: Some positions in this class require possession of a valid California Driver's License by date of appointment.

**WORKING CONDITIONS:**

Physical Conditions: Work is performed in an office environment utilizing modern office equipment and technology and may require sitting for prolonged periods of time using a computer. The incumbent stands, walks, and may twist, reach, bend, crouch and kneel. An incumbent must be able to meet the requirements of the classification and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

**OTHER:**

FLSA Designation: Exempt/Non-exempt

Unit Designation: Confidential

**CAREER LADDER INFORMATION:** Experience gained in this classification may serve to meet minimum qualifications for promotion to Executive Assistant.

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Document Number: CS3171.DOC  
Former Job Class - Administrative Secretary and Executive Legal Secretary  
Former document number: CS1150  
Revised 9/1986 – W. Jerz  
Revised 6/1990 - V. Kilmurray  
Revised 9/2007 – S. Witz to include non-exempt status  
Revised 1/2009 – B. Gibb