



JOB TITLE:	ADMINISTRATIVE ASSISTANT	DIVISION:	DISTRICT – OFFICE OF THE GENERAL MANAGER
REPORTS TO:	EXECUTIVE ASSISTANT TO THE GENERAL MANAGER	EEO CATEGORY:	06 - CLERICAL
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN FRANCISCO

*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.*

### Position Summary

Under general direction, provides varied, complex, confidential office administrative assistance to the General Manager and associated administrative, supervisory and professional staff. Performs highly responsible and sensitive duties; exercises the highest level of discretion, confidentiality and independent judgment related to the executive responsibilities of the management level for which assistance is provided. In some positions, responsibilities may include regular contact with federal, state, and local government officials, consultants, representatives of transportation, business or community organizations, members of the Board of Directors, and all levels of District personnel to exchange information and explain administrative policies and procedures. Make decisions that significantly facilitate the work of the manager and associated staff. May, at times, direct and coordinate the work of assigned office support staff. Performs related work as required.

### Essential Responsibilities

#### A. Responsibilities Specific to the Office of the General Manager include:

- Takes and/or transcribes dictation from management and other administrative or professional staff members; takes and transcribes minutes of meetings
- Oversees/maintains petty cash and check requests
- Assists Executive Assistant to the General Manager in the coordination of tasks for the Employee Awards and Employee of the Month Programs
- Assists Executive Assistant to the General Manager in the coordination of tasks for the Annual United Way Campaign and the Annual Employees Recognition Banquet
- Edits monthly employee newsletter and incorporates graphics into the document
- Assists in the coordination of employee-related functions, campaigns, special programs, and/or events; prepares and distributes related materials
- Interacts and interfaces extensively with Board members and government officials as well as District employees
- Assists in the coordination of travel arrangements for the General Manager
- Assists in the preparation of the General Manager's Report and agenda items



- Maintains meeting and event calendar for the General Manager as well as scheduling meetings
- Regular and reliable attendance and performance is required.

**B. Responsibilities representative of all Administrative Assistant positions:**

- Prepares a variety of drafts and finished materials, which may include technical content and terminology related to the activities of the division or department, including materials for meetings, speeches presentations, and agenda items from notes, brief instructions, prior drafts or voice recording equipment; reviews and/or edits materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage
- Composes and edits correspondence from brief oral or written instructions for management signature; may sign routine correspondence without management review
- Researches, compiles and summarizes a variety of informational materials; prepares draft and/or final correspondence, narrative reports and other written materials using such information
- Prepares and reviews a variety of periodic, statistical and special reports regarding the activities of the division or department, which may require research, compilation of data, designing forms, and ascertaining project status from various sources
- Receives and screens visitors and telephone calls; ascertains the nature of the contact and directs the caller to the proper individual and/or provides authoritative information which may require the use of judgment and interpretation of department policies
- Follows up and collaborates with department heads and managers to keep advised of the status of correspondence, agenda items and other related matters delegated for action or response
- Works with members of the public to address service complaints and concerns as directed
- Relieves manager of certain administrative matters by transmitting information and staying informed of pertinent activities
- May assist department/division in budget preparation and administration
- May oversee or maintain petty cash and check requests
- Creates and maintains databases pertinent to the department/division using appropriate software
- Distributes documents, mail and other materials to appropriate individuals for action or information
- Maintains calendars, schedules and arranges meetings
- May coordinate or assist in employee related functions, campaigns, special programs and/or events
- Follows and ensures that employees under his or her supervision follow established safe work practices and obey all safety rules
- Regular and reliable attendance and performance is required

## Required Knowledge, Skills and Abilities

### Working knowledge of:

- Correct English usage including spelling, grammar, punctuation and vocabulary

### Skill in / Ability to:

- Maintain confidentiality and protect information and documents appropriately
- Understand and rapidly respond to a broad range of demands made to the department or division
- Work effectively in a high volume, high visibility office environment
- Effectively multi-task in an environment with frequent interruptions and changing priorities
- Organize work, set priorities, meet critical deadlines and follow up assignments with a minimum of supervision
- Work as part of a team using excellent interpersonal and communication skills
- Manage projects in a positive, effective manner while maintaining adherence to deadlines, policies and procedures
- Compose correspondence and other projects from brief instructions
- Use initiative and independent judgment within established guidelines
- Rapidly learn the functions of the division or department to which assigned and administrative procedures related to the work
- Analyze and resolve administrative concerns
- Use tact, discretion, initiative and independent judgment in establishing and maintaining cooperative, effective and productive professional working relationships with all encountered in the course of work
- Effectively organize and maintain the records of the department or division assigned
- MS office computer environment and some proficiency in Desktop Publishing software
- Demonstrate a minimum of 55-60 wpm typing and/or keystrokes on a personal computer keyboard and the ability to type accurately from rough drafts or voice recording equipment
- Compose business letters, reports, finalize agenda items and newsletter items in final form, using correct grammar, punctuation, spelling and format
- Use all modern office machines and equipment, such as fax machines, electronic network computer systems, copiers, and computers
- Demonstrate excellent communications skills and interact effectively with personnel at all levels, both inside and outside the District
- Work under the pressure of deadlines
- Records management
- Maintain a calm demeanor and efficiency during emergencies or other stressful situations



## Minimum Qualifications

### **Education and/or Experience:**

#### **A combination of college level training and position related experience equivalent to:**

- Requires a minimum of four years' full-time position related administrative assistant experience in an executive office environment, which includes a minimum of two years' personal computer experience performing word processing and working with databases, graphs, and spreadsheets

### **Desirable Education and Experience Requirements:**

- Secretarial or business training certification or equivalent
- Supervisory experience
- Some knowledge of desktop publishing software

### **Physical Requirement:**

Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Ability to travel to District facilities. Routine use of computer, telephone and other office equipment.