



SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

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SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

ADMINISTRATIVE ASSISTANT I, II, or III

GENERAL DEFINITION

Under supervision of the Administrative Services Officer, the Administrative Assistant is responsible for providing office support to the Santa Cruz County Regional Transportation Commission (RTC) planners, managers and the Executive Director; the administrative assistant performs independent, responsible, confidential, and complex administrative, technical and clerical work, independent information gathering, information preparation, and other related work as required. Working relationships with others are frequent and extend beyond the RTC office to other agencies, interest groups, and the general public. Work is performed in an office setting.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Include but are not limited to the following):

ADMINISTRATIVE ASSISTANT I

This is the entry-level class within the Administrative Assistant series. Under close supervision, incumbents perform a variety of routine and repetitive duties according to established procedures. At the time of hire, incumbents must possess sufficient working knowledge of the basic aspects of the administrative support functions. Incumbents function within a narrow scope of responsibility under greater supervision.

- Receive and greet visitors; respond to routine questions and concerns from the general public; provide information as appropriate; answer telephone calls and emails and direct them to the appropriate information source; represent RTC to all callers and visitors in a professional and customer friendly manner; sort and distribute mail received by departmental staff.
- Assist in completing purchase requisitions, request supplies, materials and other resources; prepare a variety of RTC forms including travel, training and a variety of RTC forms; maintain current reference materials for distribution; receive and distribute mail.
- Maintain office equipment and facilities; request and follow up on building maintenance and custodial services; operate various office equipment including

copy machine, fax machine, and other office machines and equipment; perform routine preventative maintenance and troubleshooting of office equipment.

- Establish positive working relationships with those contacted during the course of work.
- Perform related duties as required.

ADMINISTRATIVE ASSISTANT II

This is the journey-level class within the Administrative Assistant series. Under general supervision, incumbents provide a variety of routine to complex administrative support tasks and duties for the agency, Executive Director and other staff. Incumbents are expected to be thoroughly proficient in and independently perform the full scope of administrative support functions, and have the ability to apply administrative practices and procedures to the work assigned.

- Serve as the Secretary to a committee; prepare, post and distribute agenda materials including agenda reports, resolutions, ordinances and other packet materials for meetings; create, update and maintain mailing list databases; may attend committee meetings, and record and prepare minutes for distribution; compile and arrange materials for mass mailing;
- Compose routine memoranda, letters, contracts and other documents from handwritten notes, rough draft copy or verbal instructions; determine proper spelling and grammar; develop proper formats for forms, charts and reports; edit and review documents for grammatical and punctuation errors, route for approval; print and distribute final documents.
- Assist the public by researching non-routine questions and providing information personally or directing information requests according to established procedures; learn policies, procedures and work methods associated with assigned duties
- Create, update and maintain mailing list databases; compile and arrange materials for mass mailing; operate various office equipment including copy machine, fax machine, and other office machines and equipment; perform routine preventive maintenance and troubleshooting of office equipment.
- Receive and greet visitors; respond to questions and concerns from the general public; take appropriate actions in matters that may require the use of sound, independent judgment; answer telephone calls and emails and direct them to the appropriate RTC staff; represent RTC to all callers and visitors in a professional and customer friendly manner; sort and distribute mail received by departmental staff. Stay current on related issues for the agency.
- Establish positive working relationships with those contacted during the course of work.

- Perform related duties as required.

ADMINISTRATIVE ASSISTANT III

This is the advanced journey level classification within the Administrative Assistant series in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of the more complex office and administrative support duties, including organization of work load; scheduling appointments; public relations; conducting research and preparation of reports, agenda materials and resolutions; and serving as a secretary to a commission or committee.

- Serve as assistant in Board-related activities; act as recording secretary for RTC meetings; provide administrative and clerical support services to committees; coordinate, arrange and confirm meetings; prepare, post and distribute agenda materials including agenda reports, resolutions, ordinances and other agenda packet materials for meetings; record and prepare meeting minutes for distribution; maintain current index of minute actions, resolutions and ordinances; under the direction of the Administrative Services Officer, assist with the preparation of public hearing notices
- Type and compose routine memoranda, letters, contracts and other documents from handwritten notes, rough draft copy or verbal instructions; determine proper spelling and grammar; develop and employ proper formats for forms, charts and reports; edit and review documents for grammatical and punctuation errors; route for approval, print and distribute final documents. Prepare brochures and related graphic arts for various outreach events. Prepare and handle confidential, personal and sensitive material.
- Receive and greet visitors; respond to questions and concerns from the general public; take appropriate actions in matters that may require the use of sound, independent judgment; answer telephone calls and emails and direct them to the appropriate RTC staff; represent RTC to all callers and visitors in a professional and customer friendly manner; sort and distribute mail received by departmental staff. Stay current on related issues for the agency.
- Assist the public by researching non-routine questions and providing information personally or directing information requests according to established procedures; learn policies, procedures and work methods associated with assigned duties
- Assist with, administer or coordinate special projects; foster cooperative working relationships with civic groups, other government agencies and agency staff.
- Develop, coordinate and maintain effective work-flow processes, filing and record-keeping systems for the agency; purchase and maintain inventory of equipment and supplies

- Acts as a liaison with outside agencies, including high-level staff such as County Supervisors, City Managers and Caltrans staff
- Establish positive working relationships with those contacted during the course of work.
- Perform related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

ADMINISTRATIVE ASSISTANT I

- Standard office and administrative policies and procedures;
- Business arithmetic;
- Business letter writing and the standard format for typed materials;
- Administrative procedures;
- Methods and techniques for record keeping and report preparation and writing;
- Proper English, spelling and grammar;
- Occupational hazards and standard safety practices; and
- Office practices, methods and equipment, including a computer and applicable software.
- Microsoft Office software

ADMINISTRATIVE ASSISTANT II

Same as Administrative I plus

- Access Database
- Email Services (Constant Contact and Outlook)
- Requires strong organizational skills to balance demands of a multi-tasking position

ADMINISTRATIVE ASSISTANT II

Same as Administrative I and II plus

- Complex program policies and procedures of an assigned section
- Advanced knowledge of Constant Contact and Outlook email service
- Web posting (a plus)
- Board meeting minutes
- Methods and techniques for record keeping and report preparation and writing
- Requires strong organizational skills to balance demands of a multi-tasking position
- Work is generally independent within established procedures associated with the specific job function

Ability to:

- Operate standard office equipment.
- Intermediate to advance level experience with a variety of word processing and software applications including Microsoft Word, Excel, Power Point, Access and email and calendaring systems; and

- Type accurately from clear copy at a rate of 60 net words per minute or more.
- Take and transcribe notes with accuracy and speed
- Read, understand and review documents for accuracy and relevant information;
- Use applicable office terminology, forms, documents and procedures in the course of work;
- Read, interpret and record data accurately;
- Organize, prioritize and follow-up on work assignments;
- Perform mathematical calculations quickly and accurately;
- Learn more complex principles, practices, techniques and regulations pertaining to assigned duties.
- Compose correspondence or documents; meet critical deadlines;
- Work independently;
- Keep accurate records;
- Make sound decisions within established guidelines;
- Follow written and oral directions;
- Implement, explain and apply applicable laws, codes and regulations;
- Use initiative and sound judgment within established procedural guidelines;
- Communicate clearly and concisely, both orally and in writing; and
- Establish and maintain effective working relationships.
- Lift up to 30 lbs

EDUCATION AND/EXPERIENCE:

ADMINISTRATIVE ASSISTANT I

An appropriate combination of education and experience that has provided the required knowledge, skills and abilities is qualifying. A typical way of obtaining the required qualifications is:

High School Diploma or equivalent and one year of clerical experience with sufficient experience to demonstrate skill in performing required office, secretarial and administrative support duties are necessary.

License: California Class C driver's license and a safe driving record

ADMINISTRATIVE ASSISTANT II

An appropriate combination of education and experience that has provided the required knowledge, skills and abilities is qualifying. A typical way of obtaining the required qualifications is:

High School Diploma or equivalent and two years of experience, with sufficient experience to demonstrate skill in performing required office, secretarial and administrative support duties is necessary.

License: California Class C driver's license and a safe driving record

ADMINISTRATIVE ASSISTANT III

An appropriate combination of education and experience that has provided the required knowledge, skills and abilities is qualifying. A typical way of obtaining the required qualifications is:

High School Diploma or equivalent and three years of responsible secretarial or administrative assistant experience, which demonstrates application of possession of the required knowledge and abilities.

License: California Class C driver's license and a safe driving record

Desirable qualification

- Knowledge of local government operations, policies, procedures and rules and regulations
- Knowledge of the Brown Act, state laws and other legal requirements applicable to the functions and operation of a government agency in California
- Financial record keeping procedures and techniques

WORK ENVIRONMENT:

Typical office environment with standard equipment and tasks. Position requires work at a computer/video display terminal and desk for extended periods of time. Able to lift and carry materials up to 30 pounds. Duties may require sitting, kneeling, crouching, standing, walking, twisting, lifting, reaching or bending for prolonged period of time. May require travel to various locations for agency meetings and events.

SALARY:

<u>ADMINISTRATIVE ASSISTANT I:</u>	\$3979.73-5030.13
<u>ADMINISTRATIVE ASSISTANT II:</u>	\$4402.67-5571.21
<u>ADMINISTRATIVE ASSISTANT III:</u>	\$4776.67-6042.53

We offer a competitive benefit packet.

APPLICATION PROCESS:

To be considered for this position, please submit a resume, cover letter, completed supplemental questions and a completed employment application.

Application and job description are available at:

<http://sccrtc.org/about/opportunities/employment/> . **APPLICATION AND ALL OTHER MATERIAL MUST BE RECEIVED BY 5:00 P.M. ON FRIDAY AUGUST 11, 2017 TO BE GUARANTEED A REVIEW.** Please mail completed material to: SCCRTC 1523 Pacific Ave., Santa Cruz, CA 95060, or email to yparra@sccrtc.org

All resumes and correspondence will be held in confidence. Materials submitted become the property of RTC and will not be returned. Relocation will not be provided.

For assistance or if you require special accommodations, please call **(831) 460-3200**. RTC Office hours are 8:00 a.m. - 5:00 p.m., Monday - Friday. The RTC will not fax application materials.

SUPPLEMENTAL QUESTIONS

1. How many years of clerical/administrative assistant experience do you have? Describe some of the duties you have performed.
2. How many years of experience do you have with Microsoft Word, Excel and Outlook or other word processing, spreadsheet software and email services? Describe some of the documents you have prepared and email newsletters your have worked on.
3. Describe the types of meeting minutes you have had to take and prepare and how they were prepared, including the tools used.
4. Have you worked for a government agency in the past? How long? What was your position? Describe some of the duties you have performed.