

ADMINISTRATIVE ASSISTANT SERIES

Definition:

Under general supervision performs a wide variety of responsible, complex and sensitive administrative duties in support of a department and department director and managers; screens, prioritizes and directs callers, visitors and communications; coordinates calendars and meetings; performs a variety of specialized and departmental specific duties of substantial difficulty and related work as required.

Class Titles

**Administrative Assistant I
Administrative Assistant I – Confidential
Administrative Assistant II**

Essential Duties and Responsibilities:

The following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. ~~include the following: These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.~~

Performs a variety of specialized administrative support duties and other tasks related to the functions of the department to which assigned.

~~Operates a personal computer and uses applicable software to produce a variety of correspondence, memoranda, reports and other materials.~~

Maintains and revises complex office filing systems.

Prepares or assists in the preparation and distribution of notices, applications, bids, proposals and other documents.

Oversees personnel actions, payroll actions and timekeeping functions and assists in the preparation, processing and maintenance of department payroll and personnel records in accordance with applicable laws and statutes.

Composes, reviews, edits, and assembles correspondence, memos, reports, forms, and other documents, including those of a confidential nature, to ensure completeness, accuracy, and compliance with policies and procedures.

Provides project support as assigned.

Prepares or assists in the preparation of open and closed session City Council agenda letters and resolutions; identifies agenda items and compiles and tracks agenda reports.

~~Performs a variety of specialized administrative support duties and other tasks related to the functions of the department to which assigned.~~

Reviews reports and maintains records of expenditures and assists in preparing the department budget.

Coordinates the department records retention and destruction process and responses to public records requests.

Screens telephone calls, visitors, written and electronic communications, public complaints and inquiries from the media and others and refers as appropriate; explains policies, procedures and requirements; exercises judgment in determining proper course of action.

Manages department calendars and schedules appointments and coordinates meetings.

~~Operates a personal computer and uses applicable software;~~ Operates a variety of office equipment.

Collects and compiles statistical and financial data, surveys, records and other information for inclusion in special and periodic reports.

~~Opens, stamps and routes mail and oversees the ordering of office supplies.~~

~~May drive a vehicle on City business.~~

~~May make recommendations regarding changes in procedure.~~

~~May provide roster support, agenda support and may take, prepare and disseminate minutes and communicate with applicable commission/committee members.~~

Administrative Assistant II

In addition to the above, organizes, coordinates, schedules, and evaluates the work of subordinate staff on a regular basis and conducts performance appraisals.

Provides administrative support to a large department (at least 150 regular employees).

Other Duties and Responsibilities:

~~Performs other projects/tasks as assigned.~~

~~Lifts and carries boxes of files and other items weighing 30 pounds or less.~~

~~Opens, stamps and routes mail and oversees the ordering of office supplies.~~

~~May drive a vehicle on City business.~~

~~May make recommendations regarding changes in procedure.~~

~~May provide roctor support, agenda support and may take, prepare and disseminate minutes and communicate with applicable commission/committee members.~~

Class Characteristics:

The Administrative Assistant I is distinguished from the Administrative Aide ~~Series /City Council and Secretary~~ classifications by the Administrative Assistant I's responsibility for providing administrative support to assigned department and department director and managers and the resulting depth and breadth of related duties. The duties performed by an Administrative Assistant I require a high level of sensitivity and tact, as well as a thorough understanding of the policies, functions, programs and services of the department assigned.

The Administrative Assistant/~~Confidential~~ is distinguished from Administrative Assistant I ~~classification~~ by its specific assignment to the Administration, Administrative Services or Human Resources ~~or Administrative Services Department~~ and the resulting involvement in and exposure to matters related to employer-employee relations and may have access to or may prepare related confidential materials and information. The duties performed by the Administrative Assistant/~~Confidential~~ require a higher level of sensitivity and tact, and a thorough understanding of the functions, programs and services of the Administration, Administrative Services or Human Resources ~~or Administrative Services Departments~~. This position is in the Confidential Unit.

The Administrative Assistant II is distinguished from the Administrative Assistant I and Administrative Assistant/~~Confidential~~ by the Administrative Assistant II's scope of supervisory duties and responsibility for providing administrative support to the department director and managers of a large department (at least 150 regular employees) with specialized needs due to the nature of its operations and the resulting depth and breadth of related duties. The duties performed by an Administrative Assistant II require a higher level of sensitivity and tact, as well as a thorough understanding of the policies, functions, programs, and services of the department assigned.

Positions in the Administrative Assistant class series are flexibly staffed; positions meeting the requirements for level II are normally filled by advancement from level I. Progression to the II level is dependent on (a) the incumbent meeting the knowledge, skills and abilities for the classification including any licenses and certifications; (b) current performance rating of at least "Exceeds Expectation"; (c) at least one year of experience at a I level; and (d) City Manager approval for progression to the Administrative Assistant II.

~~Upon gaining the necessary knowledge, skills, and experience, as well as a current performance rating of "Exceeds Expectation" or better, and at least two years as an Administrative Assistant I or Administrative Assistant Confidential with the City of Fullerton, an incumbent at this level may be advanced to Administrative Assistant II, upon approval of the City Manager, to a large department which requires the scope of duties to include supervisory duties.~~

Bargaining Group:

Administrative Assistant II - FMEF

Administrative Assistant I – FMEF

Administrative Assistant/Confidential – Confidential/NonRepresented

Contacts and Relationships:

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~~An incumbent in the Administrative Assistant Series establishes and maintains contacts with staff in the department assigned and has continuing and substantial interaction with a full range of City employees, including other department directors. Additional contact will occur with the media, contractors, vendors, public and private groups and their representatives and the general public.~~

Qualification Guidelines:

The following generally describes the ~~knowledge and ability abilities that are~~ required to enter the job and/or be learned within a reasonable period of time in order to successfully perform the assigned ~~duties and responsibilities of this series includes the following:~~

Administrative Assistant I - ~~Administrative Assistant~~ - Confidential - Knowledge of:

English usage, spelling, grammar, vocabulary and punctuation.

Standard office practices, administrative procedures, management practices and organizational protocols necessary to support efficient daily operations; understanding of records management principles, including proper filing systems (electronic and paper), document retention, and confidentiality requirements.
~~Office administration and management practices and procedures.~~

Research methods and techniques.

Principles and practices of business communication and report writing.

Organization of City government and roles and responsibilities of department heads.

Applicable laws, ordinances, rules, regulations, policies, collective bargaining agreements, and administrative procedures.

Financial recordkeeping, purchasing, and budgeting practices.

Business math.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

Basic supervisory principles and techniques.

~~Modern office practices, methods, and computer equipment and applications related to the work.~~

Modern equipment and communication tools used for business functions and programs, projects, and task coordination, including computers and software programs relevant to work performed
Filing and indexing methods.

~~—Receptionist, telephone and customer service techniques.~~

AND

Administrative Assistant I - /-Administrative Assistant/-Confidential -Ability to:

Perform highly responsible and sensitive administrative support and clerical work involving the use of independent judgment.

Learn, interpret, and apply departmental policies, laws, rules and regulations and Memorandums of Agreement (MOA) applicable to the department assigned; correctly interpret, explain and apply MOA provisions to employees.

Use good judgment and make sound decisions in accordance with established procedures and policies.

Maintain the confidentiality of sensitive information.

Compose correspondence independently and communicate effectively orally and in writing in English.

Organize work, adhere to multiple deadlines, and handle multiple projects.

Effectively handle job stress; maintain a professional demeanor and remain calm and composed in demanding situations.

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Prepare reports with accuracy and speed and make accurate mathematical calculations.

Train, direct and coordinate the work of others.

~~Maintain a professional demeanor and remain calm and composed in demanding and emergency situations.~~

Establish and maintain effective and cooperative working relationships with those contacted in the course of work, including interacting with the public with courtesy and tact.

Read and write at the level required for successful job performance.

Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.

~~Operate a personal computer and use applicable software.~~

Understand and carry out oral and written instructions independently.

Administrative Assistant II - Knowledge of those items listed under “Knowledge of” for Administrative Assistant I - ~~Administrative Assistant/~~—Confidential plus the following:

Supervisory principles and techniques.

AND

Administrative Assistant II – Ability to do/performance those items listed under “Ability to” for Administrative Assistant I - ~~Administrative Assistant/~~—Confidential plus the following:

Supervise assigned staff and evaluate their work.

Education and Experience:

Any combination of ~~education,~~ training, and experience, ~~which that would likely~~ provide the required knowledge, skills, and abilities ~~is qualifying to successfully perform in the position can be considered as qualifying.~~ A typical way to obtain the required qualifications would be combination includes:

Graduation from high school.

AND

Administrative Assistant I and Administrative Assistant/—Confidential - Three years of increasingly responsible administrative support or clerical duties at the Administrative Aide Clerical Assistant III level with the City of Fullerton or in a similar position.

Administrative Assistant II - Five years of increasingly responsible administrative support ~~or clerical~~ duties including two years of experience at the Administrative Assistant I or Administrative Assistant/—Confidential level with the City of Fullerton or in a similar position.

Special Requirements Include:

Type at a ~~net speed of 50 words per minute~~ required for successful job performance.

Must be able to work a flexible schedule to accommodate City needs.

Per California Government Code §3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required.

Ability to travel within the area to perform various job-related responsibilities. Employees who drive on City business are required to possess a valid California Driver’s License and will be enrolled in the Department of Motor Vehicles Government Employer Pull Notice Program. Valid and appropriate California Driver’s License and acceptable driving record at time of appointment and throughout employment in this position. Employees in this classification will be enrolled in the Department of Motor Vehicles Government Pull Notice Program.

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Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for prolonged periods of time. An incumbent uses a computer, keyboard and related equipment, stands, walks and may twist, reach, bend, crouch, kneel, grasp, push, pull, drag and lift boxes of files and other items weighing 30 pounds or less. An incumbent may drive a vehicle on City business and must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt

Revised April 2026

Established July 2021

Combined Administrative Assistant I, Administrative Assistant/Human Resources and Administrative Assistant II into Series