

City of Fullerton

Class Specification

APRIL 2026

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Class Specification

September 2007

ADMINISTRATIVE AIDE/~~CITY COUNCIL~~ SERIES

Definition:

Under general supervision performs a variety of responsible and sensitive ~~secretarial work for City Council members~~administrative support duties of above average difficulty within an assigned department or major program; relieves program managers of a variety of office duties; screens, prioritizes, and directs callers, visitors and communications; coordinates calendars and appointments; ~~performs a variety of specialized secretarial, clerical and office support duties of above average difficulty~~ and performs related work as required.

Class Titles

Administrative Aide/City Council

Administrative Aide

Administrative Aide/Confidential

Class Characteristics:

~~The Administrative Aide/City Council is distinguished from the classification of Secretary by its regular contact with and support of the Mayor and City Council Members and the level and frequency of interfaces with Council appointees, local community and business representatives and other governmental representatives. The duties performed by the Administrative Aide/City Council require a high level of sensitivity and tact, as well as a thorough understanding of City programs and services and the roles and responsibilities of commissions and committees.~~

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 and other support duties related to the function of the office, department or program to which assigned.

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

~~— Compiles~~Collects and compiles statistical and financial data and other information for inclusion into special and periodic reports and types detailed reports and other items.

—Organizes, maintains and revises office filing systems.

—Reviews and checks documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations.

~~—Composes and prepares correspondence and other documents independently.
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 information to City ~~Council Members, City~~ staff and members of the ~~general~~ public; in person, by email and by telephone, where judgment, knowledge and interpretation of departmental and City policies and regulations are necessary.

—Receives complaints, answers questions as appropriate and exercises judgment in determining proper course of action.

~~—Screens telephone calls, visitors and written and electronic communications and refers same to appropriate staff.~~

—Schedules appointments and coordinates meetings and presentations; ~~and~~ makes conference, facility, and travel arrangements and handles expense reimbursements.

~~—Performs a variety of specialized clerical and other support duties for the City Council and other City Manager's Office staff as assigned.~~

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

Other Duties and Responsibilities Include:

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

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

~~—Opens, stamps and routes mail and orders office supplies.~~

May prepare open and closed session City Council agenda letters and resolutions; identifies agenda items and compiles and tracks agenda reports.

May train and direct ~~clerical~~ staff performing routine clerical work.

—May assist in preparing departmental budget estimates.

May make recommendations regarding changes in procedures.

May assist in the maintenance of departmental personnel/payroll records.

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

Class Characteristics:

Contacts and Relationships:

Administrative Aide and Administrative Aide/Confidential are journey level classifications in the clerical and administrative support series. Incumbents mostly work under general supervision from a Division Manager or other management staff as assigned. These classifications are distinguished from the higher Administrative Assistant I/II classification and the lower Clerical Assistant III classification by the scope of assignments and delegated responsibilities.

The Administrative Aide/City Council ~~establishes and maintains~~ distinguished from the Administrative Aide and Administrative Aide/Confidential by its regular contact with ~~staff in and support of the City Manager Department, Mayor and~~ City Council Members and ~~staff in other City departments. Additional contact will occur~~ the level and frequency of interfaces with ~~the public, Council appointees, local community and business representatives and~~ other governmental representatives ~~and various groups and their representatives~~. The duties performed by the Administrative Aide/City Council requires a high level of sensitivity and tact, as well as a thorough understanding of City programs and services and the roles and responsibilities of commissions and committees.

The Administrative Aide/Confidential is distinguished from Administrative Aide by its specific assignment to Administration, Administrative Services or Human Resources 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 Aide/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 Departments. This position is in the Confidential Unit.

Positions in the Administrative Aide class series are flexibly staffed; positions at the Administrative Aide/City Council level are normally filled by advancement from the Administrative Aide level. Progression to Administrative Aide/City Council 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 an Administrative Aide level; and (d) City Manager approval for progression to Administrative Aide/City Council.

Bargaining Group:

Administrative Aide/City Council - FMEF

Administrative Aide – FMEF

Administrative Aide/Confidential – Confidential/NonRepresented

Qualification Guidelines:

The following generally describes the knowledge and ~~abilities which are~~ ability 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 class include the following:

Knowledge of:

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—English usage, spelling, grammar, vocabulary and punctuation.

~~—General office practices and procedures.~~

~~—Standard office practices, administrative procedures, 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.~~

~~Principles and practices of business communication and report writing.
Business letter and report writing.~~

~~—Computer applications related to area assigned.~~

~~Financial recordkeeping, purchasing, and budgeting practicesgeneral recordkeeping.~~

~~Business math.~~

~~—Filing and indexing methods.~~

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

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

Basic directional/training techniques.

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

AND

Ability to:

—Perform responsible ~~secretarial~~administrative ~~and~~support and clerical work involving the use of independent judgment and initiative.

—Learn, interpret and apply policies, rules and regulations related to area assigned.

—Maintain the confidentiality of sensitive information.

—Use good judgement and mMake sound decisions in accordance with established policies and procedures.

—Compose correspondence independently.

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

Organize work, a—Adhere to multiple deadlines and handle multiple projects.

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

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

Handle job stress and maintain,

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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

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

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

—Understand and carry out oral and written instructions independently.

—Meet the public with courtesy and tact.

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

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the **knowledge and abilities is as follows** required qualifications would be:

Education: _____

Graduation from high school: or equivalent

AND

Experience: _____

Three years of increasingly responsible ~~secretarial~~ administrative support or clerical duties at ~~the~~ a level equivalent to Clerical Assistant III ~~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.

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

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

~~Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.~~

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.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for prolonged periods of time. The 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. The 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: (all classifications in series)

Revised April 2026 – Combined with Secretary; title change of Secretary to Administrative Aide

Established September 2007