

## **ADMINISTRATIVE AIDE**

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### **DEFINITION**

Under general supervision, performs routine administrative tasks, field inspections, and difficult or complex clerical duties; performs related duties as required.

### **REPRESENTATIVE DUTIES**

*The duties listed below are examples of the work typically performed by employees in this class. An employee may not be assigned all duties listed and may be assigned duties which are not listed below. Marginal duties are those which are **least** likely to be essential functions for any single position in this class.*

1. Researches, compiles, tabulates, and analyzes factual data; prepares written correspondence, draft reports, and makes written recommendations based on interpretation and analysis of factual data, policies, regulations, ordinances, work production records, simple technical documents, or observations.
2. Assists with goal setting for assigned projects; monitors progress; evaluates performance against established standards; recommends changes; reports on accomplishments to date.
3. Promotes and publicizes projects; prepares graphic displays and exhibits; designs brochures and pamphlets; writes press releases and public service announcements; answers public inquiries and investigates complaints; conducts facility tours; may present training sessions and workshops and make public presentation on work projects.
4. Makes field visits to observe and gather data to assess the project progress or investigate complaints; may attend meetings, seminars and presentations to remain current on job related topics.
5. Performs a variety of specialized clerical duties associated with projects and in support of the operation of the department; may function as special staff assistant or office manager and oversee the work of others.
6. Represents and supports the policies and procedures established by the City Council, City Manager, Department Heads, and Division Chiefs.

### **EMPLOYMENT STANDARDS**

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

Graduation from an accredited college with an Associate's degree in business or related field and four years of clerical experience that involved independent research and/or report compilation or any combination of training and experience that provides the desired knowledge and abilities.

**Knowledge of:**

Municipal organization; data collection compilation and analysis techniques; graphic display and report writing styles and techniques; intergovernmental relations and administrative organization.

**Ability to:**

Collect, interpret, and analyze data; prepare graphic displays and written reports; read, understand and interpret regulations, ordinances, and simple technical documents; suggest procedural or work methods improvements; establish and maintain effective working relationships with superiors, peers, subordinates and the general public; communicate effectively, both verbally and in writing; use correct English including grammar, punctuation, and spelling; understand and follow verbal and written directions; analyze situations and resolve within established policy; type at a rate sufficient to perform duties.

**Special Requirements**

Possession of or ability to obtain a valid California Driver's License.

**Physical Demands**

Strength, dexterity, coordination and vision to use keyboard and video display terminal for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs., such as files, stacks of papers, and other reference materials. Moving from place to place within an office; some reaching for items above and below desk level.

**WORKING CONDITIONS**

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Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise. Video display terminal is used on a daily basis. Periodic contact with angry and upset individuals. Independent travel throughout area may be required.

Date Adopted: August 6, 1996