



# ADMINISTRATIVE ASSISTANT

## Classification Specification

### City of Springfield, Oregon

*A classification specification defines the general character and scope of responsibilities of all positions within a job classification. This description does not list every duty for a given position; specific position assignments will vary depending on business needs.*

General Information	
<b>Classification Title</b>	Administrative Assistant
<b>Classification Code:</b>	ADMAST
<b>Effective Date:</b>	7/1/2011
<b>Pay Grade:</b>	A11-A13
<b>FLSA Status:</b>	Non-Exempt

### Classification Summary

The Administrative Assistant is responsible for performing a wide range of clerical and administrative duties in support of a City program, division, or department. Responsibilities will vary in accordance with assigned area of responsibility but could include: filing and copying a variety of materials; entering and reconciling data; typing; answering telephones; scheduling service requests; cashiering; providing customer service; scheduling events and meetings; tracking work order and related department activities.

Following are descriptions of the competency levels:

**Contributing Level** – Applies basic skills and may develop advanced skills appropriate for the position or specialization; resolves routine questions and problems

**Journey Level** – Applies some advanced skills to solve a variety of situations; may adopt procedures and processes; resolves most questions and problems.

**Advanced Level** – Applies advanced skills appropriate for the position or specialization to meet the more complex requirements of the City: duties may be somewhat complex.

### Distinguishing Characteristics

- This is the first level in the Administrative Support series.
- Administrative Assistants focus on the manner and speed of performing the elements of an operation. This position has a choice, within the limits set by the prescribed operation, as to how the elements are performed, but not as to what elements constitute the operation.
- Administrative Assistants are differentiated from Administrative Specialists as responsibility of the higher level classification is at an advanced administrative level.

### Essential Duties

*The duties listed below are a typical sample; position assignments may vary.*

- 1 Conducts a variety of clerical and administrative support duties; schedules meetings.

<b>Essential Duties</b>	
2	Files and copies a variety of materials.
3	Enters and reconciles data; reviews and verifies records.
4	Prepares and/or completes correspondence, forms, and standardized documents; prepares meeting minutes and agendas.
5	Cashiers; maintains and/or tracks budgets.
6	Schedules service requests; tracks work orders.
7	Answers telephones; provides customer service.
8	Processes and distributes mail.
9	Actively supports an inclusive and respectful work environment.
10	Performs other duties of a similar nature or level.

<b>Qualifications</b>	
<i>An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.</i>	
<b>Training &amp; Experience:</b> High School diploma or GED; and sufficient experience as necessitated by the competency level of the position.	
<ul style="list-style-type: none"> <li>• Contributing Level – 0-1 years of general support experience.</li> <li>• Journey Level – 2-3 years of progressively responsible support experience.</li> <li>• Advanced/Lead Level 3 – 5 or more years of progressively responsible support experience.</li> <li>• Specialized knowledge specific to area of assignment may be required.</li> </ul>	
<b>Licensing and/or Certification Requirements:</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>Knowledge Required:</b>	
<ul style="list-style-type: none"> <li>• Filing and recordkeeping techniques;</li> <li>• Operation of general office machines and computer equipment;</li> <li>• Modern office methods and practices;</li> <li>• Arithmetic calculation;</li> <li>• English language and grammar;</li> <li>• Inclusive and respectful work place practices.</li> </ul>	
<b>Skills Required:</b> <i>(Demonstrated skill in performing the following)</i>	
<ul style="list-style-type: none"> <li>• Developing and maintaining respectful and inclusive work relationships;</li> <li>• Performing assigned duties in a safe manner;</li> <li>• Keyboarding at a speed necessary for successful job performance;</li> <li>• Understanding and carrying out oral and written instructions; organizing assigned work to meet deadlines;</li> <li>• Learning and applying office procedures, rules and practices as they apply to assigned area of responsibility;</li> <li>• Operating departmental office equipment;</li> <li>• Using computers and related software applications sufficient to perform assigned duties;</li> <li>• Providing customer services;</li> <li>• Communication, interpersonal skills as applied to interaction with coworkers, management, the general public, etc. sufficient to exchange or convey information and to receive work direction;</li> <li>• Working effectively with clients, co-workers, employees and supervisors from diverse backgrounds.</li> </ul>	

## Physical Requirements

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents may be subject to travel.

## Classification History

2009.06 – Draft prepared by Fox Lawson & Associates, LLC (CC)

2010.11 – Revisions by HR

2011.07 – Adopted

2017.11 – Revisions by HR