

PROVO CITY CLASSIFICATION SPECIFICATION

Title: Senior Administrative Assistant	Job Code: 1007
Date: September 8, 2022	EEO Code: OC
FLSA Designation: Non-Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is advanced clerical support work requiring application of general and highly specialized office skills in an assigned department of the City.

CLASSIFICATION STANDARDS: Positions allocated to this classification are responsible to a designated supervisor and perform duties under very general supervision. The work of this class is distinguished from the Administrative Assistant by its higher complexity of tasks and need for comprehensive knowledge of a specialized program.

ESSENTIAL DUTIES: Provide primary clerical support for a highly specialized program or division; recommend program changes for record tracking and retention, and workflow processes; may be assigned to oversee specialized programs and initiatives; provide direct clerical support to a division or section manager; respond to complex requests for information in accordance with GRAMA principles; handle bookkeeping responsibilities, including handling cash; process billing, requisitions, and purchase orders; process accounts payable and receivable and track transactions; track program budgets and expenditures; assist with payroll and time tracking responsibilities; may train, evaluate, and/or supervise clerical support staff; perform other related duties as required.

Input data into computer; enter and retrieve data from specialized software programs for assigned area; maintain files and records, including organizing them and establishing appropriate filing and retrieval processes; receive and route calls; greet customers and answer questions about services; type reports, forms, and other documents; make copies and operate general office equipment and machines; scan documents into electronic format; provide information from reports and records; handle confidential information; oversee processing of workflows; edit correspondence for final review; design forms; transcribe documents from audio files; compile figures for special reports; process and distribute incoming and outgoing mail and correspondence; schedule meetings, appointments, and conferences; maintain calendars and staff schedules; arrange travel; take notes at meetings as needed; oversee and maintain office supply inventory for assigned area and establish ordering processes; perform specialized tasks based on assigned area.

MINIMUM REQUIREMENTS: High School Diploma or equivalent and 3 years of clerical experience; **OR** an equivalent combination of job-related education and experience [substituting each 1 year of post-secondary education/training for 6 months of experience. Specific experience using specialized computers or software packages may be required.

License(s)/Certificate(s): A valid, lawful Driver license may be required for some assigned areas.

SELECTION FACTORS: **Knowledge of:** basic English composition, spelling, and grammar; operations, functions, and terminology common to the work; budgetary and accounting processes of assigned work unit. **Skill in:** interpersonal relations; word processing and spreadsheet software; Windows operating system; electronic communications; filing; practicing trust-building behaviors; organizing and coordinating work projects; basic graphics software; using overall operations, methods, and procedures of assigned department. **Ability to:** learn a specialized program; deal with the public in a pleasant, courteous, and calm manner in all circumstances; interpret and properly carry out general instructions; operate standard office machines, equipment, and computers; communicate effectively both orally and in writing; quickly and accurately perform work;

consistently complete tasks in a timely and efficient manner; work with only general supervision and make sound decisions on daily issues; write standard office correspondence; type accurately and take meeting minutes; handle difficult public relation situations; organize work methods; work with little or no supervision and make sound decisions in difficult situations; take and transcribe notes; give staff presentations as needed; develop and recommend new office procedures; organize comprehensive or multiple projects; accurately write, format, and edit high-profile documents; effectively supervise other employees; interpret and properly carry out very general instructions.

TOOLS AND EQUIPMENT USED: Computer, copier, telephone, radio, FAX machine, and other office equipment as necessary.

PHYSICAL DEMANDS: Requires standing at a counter or sitting at a desk or computer for long time periods. Some positions require shift work, extensive walking, driving, or light lifting (10-30 lbs.).

ENVIRONMENTAL FACTORS: Work is inside with little or no occupational hazards present. Some positions may include exposure to high-stress situations or environments, including, contact with the public in confrontational or uncomfortable circumstances.


Mayor/Chief Administrative Officer

8 Sept 2022
Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.