

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of specialized clerical and administrative duties in support of the Library Board of Trustees, the Library Foundation, various Committees, the District Director, and District staff; composes, types, formats, and proofreads a variety of documents and correspondence; oversees and handles office procedures and other tasks as assigned by the District Director; acts as liaison between the Friends of the Library, Library Foundation, and the District Director; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the District Director. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level classification which performs the full range of administrative support tasks, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Performs a variety of specialized clerical and administrative duties in support of the Board of Library Trustees, the Library Foundation, various Committees, the District Director, and District staff.
- Prepares, distributes, posts, and/or uploads agendas, packets, policies, and other official documents for the Library Board of Trustees; prepares for and attends Board meetings; takes, transcribes, and edits meeting minutes and meeting recordings; prepares Resolutions adopted by the Board for official signatures; ensures official records are distributed and maintained as required by law.
- Answers and screens incoming telephone calls; addresses patron questions, issues, complaints, concerns, and requests for information; assists patrons with interpreting and applying District policies, procedures, and rules; refers issues to the appropriate staff or department; greets visitors.
- Composes, types, formats, and proofreads a variety of documents and correspondence including presentations, letters, emails, memoranda, budget reports, spreadsheets, and related business documentation; checks drafts for punctuation, spelling, and grammar, and suggests corrections.
- Serves as the District's Notary Public; provides notary services to patrons; conducts oaths of office; certifies appointments for elected and appointed officials.
- Acts as liaison and works in conjunction with the Los Angeles County Registrar Recorder County Clerk to comply with regulations governing district elections and board appointments; maintains current roster of officeholders; prepares publicity and other materials regarding elections; files required election documents.

- Initiates Conflict of Interest code filings for District staff and the Board to comply with the Fair Political Practices Commission (FPPC) in conjunction with the Los Angeles County Board of Supervisor's Executive Office; monitors compliance with required filings; processes Statement of Economic Interest forms for District officials assuming and leaving office.
- Ensures compliance for legally required training for the Board and District staff; maintains records of completed training; ensures legal compliance for Board-related activities and operations.
- Opens, sorts, and distributes incoming mail, packages, email communications, correspondence, reports, requests, and complaints to appropriate staff; prepares outgoing mail; prints and mails billing notices for library patrons.
- Maintains the District's facility use calendar; ensures availability and accommodations for District programming, events, and meetings; accommodates external parties when possible; receives and responds to requests for facility use, including meeting room requests and requests for filming.
- Develops and administers appropriate filing systems and record retention schedules and processes; ensures files are current and documents are filed accurately and promptly; assists in maintaining District administrative records, files, and policy documents; collaborates with District Director and department managers regarding development of policy and procedure documents.
- Maintains confidentiality of documents, records, communications, and other information.
- Attends meetings, conferences, workshops, and training sessions, and reviews publications and materials to remain current on laws, principles, practices, and developments related to assignment.
- Maintains inventory of office equipment and supplies; orders supplies as necessary or requested for all departments.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative support and office management procedures and methods.
- Organization and function of public agencies, including the role of an elected body and appointed boards and commissions.
- District-wide policies, processes, and procedures.
- Municipal elections processes and procedures.
- Notary Public functions and services.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures including the Public Records Act, the Freedom of Information Act, the Ralph M. Brown Act, Fair Political Practices Commission (FPPC) procedures and regulations, election laws and procedures, legislation governing ethics and conflicts of interest for elected officials, and public meeting procedures.
- Business letter writing and the standard format for reports and correspondence.
- Principles, practices, and procedures related to public agency record keeping and record retention.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide varied and responsible office administrative support work.
- Maintain confidentiality and assure discreet handling in all aspects of patron, staff, and District information.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Enter and retrieve data from a computer system and prepare written materials with enough speed and accuracy to perform the work.
- Be flexible, creative, forward thinking, and have the ability to adapt to a constantly changing environment.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Handle disputes and complaints in a calm and tactful manner.
- Prepare official minutes, resolutions, and policies.
- Establish and maintain a variety of filing, record keeping, and tracking systems
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Three (3) years of responsible administrative support experience including experience working with an elected or appointed governmental body.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months of appointment, a valid Notary Public certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.