

**SENIOR ADMINISTRATIVE AIDE****DEFINITION**

To perform advanced level technical and administrative support works in providing office management assistance to a department or division.

**ESSENTIAL FUNCTIONS**

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

**TASKS**

Provides advance level technical, administrative support to a Division Manager, Department and/or Division; receives, screens and routes telephone calls and faxes; create new files; maintain front office staff provides information to the public, and may schedule appointments; researches and reviews HR system including payroll and paycheck history to determine accuracy of changes and updates; generates departmental reports as requested; schedules and conducts departmental orientations to new hires on department processes, policies and procedures.

Provides information and assistance to City staff, visitors and others having business with the department; assists customers with department paperwork and/or other documents; Responds to requests for information and resolves questions and inquiries within the span of authority or refers to appropriate personnel; maintain meeting minute books and files agenda items. Updates and tracks a variety of electronic and paper files, records, reports, logs and related documents; assures accuracy of electronic and paper filing systems; and provide department with clerical assistance as needed.

**KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS**

Knowledgeable of City and Department policies and procedures

Knowledgeable of payroll, compensation, benefits, and standard office practices and procedures

Knowledgeable of and proficient in operating computer hardware and software

Knowledgeable of quality customer service techniques and concepts

Skilled in composing letters, documents and reports

Skilled in following oral and written instructions

Skilled in establishing and maintaining productive working relationships Ability to perform essential functions independently and exercise good judgment

Ability to effectively communicate verbally and in writing in English

Type 45 (net) words per minute with a five (5%) error rate or less

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

Work is performed in an office environment. Work may require frequent, standing, walking, bending and lifting up to 25 pounds. Incumbents may be exposed to repetitive motion, vision to monitor, extreme weather, moving traffic, construction sites, and toxic fumes and chemicals.

**QUALIFICATIONS**

High school diploma with some college level course work in Management or Computer Science **AND** three (3) years experience performing complex office support functions in a municipal environment including two (2) years at a Administrative Aide level **OR** an equivalent combination of education and experience.