

**THE CITY OF FONTANA
ADMINISTRATIVE ASSISTANT**

DEFINITION: Under general supervision performs a variety of responsible and complex administrative duties in support of assigned area of operation.

EXAMPLES OF DUTIES: The Administrative Assistant has the responsibility to provide general information and assistance to contractors, City Staff and the public in researching information related to City regulations and department policies; provide research assistance in a variety of municipal administrative areas.

ESSENTIAL FUNCTIONS: The employee must have the ability to:

- Review, research, summarize and track a variety of fiscal, statistical and administrative information, plans or projects; prepare or direct the preparation of annual, quarterly or administrative reports.
- Develop and revise forms and report formats, as well as report preparation procedures.
- Participate in conducting surveys and studies by gathering, compiling, tabulating and reporting data.
- Prepare and revise various operating procedures, rules and regulations upon request.
- Prepare, process and monitor administrative documents including permits, bonds, insurance and personnel actions.
- Answer questions and provide information to the public, investigate complaints and recommend corrective action as necessary to resolve complaints; assist the public and other city staff in interpreting and applying City codes and ordinances.
- Assist in coordinating and monitoring the Department budget; compile annual budget request, recommend expenditure requests for designated accounts, prepare revenue projections and approved budget accounts.
- Supervise and coordinate department volunteer program; conduct recruitments; provide training schedule work assignments for volunteers.
- Operate a variety of office equipment particularly computer equipment for the purpose of inputting and retrieving data and text.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

Administrative Assistant
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WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision when preparing and reading written reports and other work related documents. Acute hearing is also required when providing phone and counter assistance.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would provide the required knowledge and abilities is qualifying. The employee must have the knowledge of:

- Basic principles and practices of fiscal, statistical and administrative research and report preparation.
- Principles and procedures of record keeping and reporting.
- Business correspondence writing and basic report preparation.
- Modern office procedures, methods and computer equipment.
- Basic data processing methods.
- English usage, spelling grammar and punctuation.

Experience: Two years of increasingly responsible clerical and administrative experience.

Education: Education equivalent to the completion of the twelfth grade supplemented by specialized training in business/public administration, accounting or a closely related field.