

## **Administrative Assistant**

### **JOB FAMILY DEFINITION**

This classification falls within the Administrative Support Job Family, encompassing a range of work in which incumbents are responsible for providing clerical and general administrative support to management, staff, programs, and/or projects. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

### **CLASS SUMMARY**

Incumbents, as assigned, are responsible for providing skilled clerical administrative support activities that include, but are not limited to, customer service, filing, copying documents, records processing, directing visitors and callers, reserving rooms for meetings, data entry, mail processing/distribution, printing/bindery services, processing of documents/forms, and/or meeting transportation.

### **DISTINGUISHING CHARACTERISTICS**

The Administrative Assistant class is distinguished from other classes in the Administrative Support Job Family in that work involves office/administrative tasks that typically require immediate action (i.e. answering phones, copying documents, directing callers and visitors, driving, etc.).

### **EXAMPLES OF ESSENTIAL DUTIES** *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Gathers, assembles, updates, processes, and/or distributes items such as, but not limited to, forms, documents, packets, requests, payments, mail, and/or records; reviews information for completeness and accuracy; resolves minor discrepancies; and prepares information for processing.
- Prepares, sorts, distributes, date-stamps, routes and/or collects mail, forms, and/or other documents.
- Enters data into systems, logs, or documents.
- Provides general customer service activities which may include, but is not limited to, one or more of the following: answers phones, directs callers and visitors, takes messages, reserves conference rooms, provides information, and/or receives and processes requests for service.
- Proofs communications for formatting, approvals, and simple errors.
- Operates, performs, and troubleshoots routine maintenance on large volume, high-speed digital print production equipment, bindery equipment, and publishing machinery, as assigned.
- Coordinates necessary shipping needs, as assigned.
- Maintains files, records, and/or logs.
- Inventories, orders, and distributes office supplies.
- Provides training to internal and/or external clients in assigned area.
- Provides orientation and guidance to new staff.
- Performs other duties of a similar nature and level as assigned.

## **EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES** *(Illustrative Only)*

Positions assigned to reception may be responsible for:

- E-mailing or faxing conference center information;
- Preparing daily signage for conference centers;
- Distributing and collecting transportation forms and scheduling transportation; disburses vouchers as directed;
- Receiving catering orders and collaborating with conference staff to ensure accuracy;
- Reserving conference call phone lines; distributing conference call information; and
- Checking cleanliness and comfort level of meeting rooms and reporting issues.

Positions assigned to general office support may be responsible for:

- Proofing basic communications for formatting, approvals, and simple errors;
- Making and processing basic travel arrangements; and
- Scheduling meetings, rooms, and equipment; maintaining calendars.

Positions assigned to print production and mail may be responsible for:

- Applying publishing methodology, including typesetting and design review in prepress production;
- Operating large volume, high-speed digital print production and complex bindery equipment, while practicing good safety habits;
- Performing and troubleshooting routine maintenance of bindery, print, and publishing equipment and machinery;
- Performing manual and digital adjustments to files, and proofing, as assigned;
- Archiving, retrieving, maintaining, transporting, and inventorying records and files; and
- Calculating and providing cost and/or time quotes for print, bindery, mail, and shipping requests.

Positions assigned to driving may be responsible for:

- Transporting conference attendees in passenger shuttle bus;
- Inspecting equipment and reporting or arranging for maintenance; and
- Transporting materials and supplies; setting up conference/event rooms.

## **MINIMUM QUALIFICATIONS**

### **EDUCATION AND EXPERIENCE**

High school diploma, GED, or equivalent, and one (1) year of administrative/clerical experience. Some positions may require proficiency on certain office machines. *Additional directly related experience and/or education may be substituted on a year-for-year basis.*

### **LICENSING AND CERTIFICATIONS**

- Required for driving assignment: California Commercial Driver's License with Passenger Endorsements.

### **KNOWLEDGE OF**

- Customer service principles;
- Meeting scheduling, as assigned;
- Basic filing and recordkeeping principles;

- Basic data entry;
- Basic arithmetic concepts;
- Printing and copying, as assigned;
- Street layout, directional aids, and locations, as assigned;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

### **SKILL IN**

- Providing customer service;
- Exercising tact and diplomacy;
- Organizing and maintaining records and files;
- Maintaining confidentiality of records and information;
- Preparing documents including, but not limited to, forms and logs;
- Operating a variety of printing, copying, bindery, postage, and office support equipment, as assigned;
- Proofreading documents for accuracy, as assigned;
- Providing attention to detail;
- Identifying errors and making corrections;
- Scheduling meetings and small events, as assigned;
- Making and tracking travel arrangements, as assigned;
- Map reading and interpreting directions, as assigned;
- Developing knowledge of the Judicial Council organization in order to assist and route customers and provide administrative support to staff and programs;
- Utilizing a computer, relevant software applications, and/or other equipment as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

### **WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS**

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, walking, reaching, standing, grasping, pushing, pulling, lifting, fingering, kneeling, crouching, stooping, seeing, hearing, talking, and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents generally work in a typical office environment with adequate light and temperature. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

Positions assigned to print production and mail:

Positions assigned to Print Production and Mail typically require: sitting, walking, reaching, standing, climbing, grasping, repetitive motions, pushing, pulling, lifting, fingering, kneeling, crouching, crawling, stooping, seeing, hearing, and talking.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

Incumbents generally work in a typical office environment with adequate light and temperature. There may be occasional exposure to fumes, noxious odors, dust, mist, gases, poor ventilation, underground/confined/restricted working environment, and exposure to loud noise. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

**Please Note:** *The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*