

Ventura County Transportation Commission  
Job Description

## **Administrative Assistant**

### **Definition**

Under general supervision, provides a variety of complex administrative support tasks such as typing, printing and distributing correspondence, tracking and recording information and preparing various reports; preparing meeting and agenda materials; making travel arrangements; creating and proofing documents and routing mail; scheduling and coordinating meetings and events; completing records retention activities; and does related work as required.

### **Distinguishing Characteristics**

This single-position classification reporting to a Director has primary responsibility for providing administrative support to an Agency Director and/or department. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes are learned. It is distinguished from customer service classifications in that the latter has significantly more customer contact.

### **Typical and Important Duties**

Duties may include, but are not limited to, the following:

- Provides administrative support by preparing letters, memos and reports on various subjects; reviewing outgoing documents for accuracy and completeness; and ordering and maintaining office supplies.
- Provides receptionist support to the transit department by receiving and screening telephone inquiries and visitors, responding to questions and providing information; receiving complaints and routing them to the appropriate person, and taking and delivering messages.
- Organizes and schedules meetings by completing agenda packets, posting notices and advertisements, recording official minutes, and preparing meeting rooms; makes travel arrangements and prepares registration materials for conferences.
- Schedules and coordinates meetings, phone calls, and conferences; makes travel arrangements.
- Performs other related duties and responsibilities as assigned.

### **Experience and Training**

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

*Experience:* Three years of higher level office or administrative support experience providing support to upper management level positions.

*Training:* Equivalent to graduation from high school supplemented by advanced coursework in business, administrative support, office management, or communications. Keyboarding abilities sufficient to perform the job.

## **Job-Related Qualifications**

### *Knowledge of:*

- Correct English usage, spelling, grammar, and punctuation.
- Record keeping and filing methods.
- Methods and techniques of filing, tracking, recording, and presenting information.
- Practical application of computers and peripheral equipment.
- Fundamentals of office administrative procedures, including equipment and filing systems.
- Principles and practices of good customer service.
- Techniques for dealing effectively with the public, contractors and staff, in person and over the telephone.

### *Ability to:*

- Prioritize and deal with conflicting workload requirements.
- Handle staff and customers with courtesy, diplomacy, and tact.
- Prepare and review letters, memos, and general correspondences.
- Respond to questions from the general public.
- Deal with difficult people and situations.
- Learn, interpret, and explain Agency and departmental operating policies, procedures, systems and methods.
- Organize information clearly and precisely.
- Apply customer service skills, representing the Agency in a positive way while working with the public.
- Accurately take notes and minutes for written meeting summaries.
- Use multi-line phone system and telephone etiquette.
- Learn and effectively use new computer-based systems and programs.
- Verify and check files and data.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical computations.
- Maintain composure when dealing with the public in stressful situations.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Work in a safe manner adhering to correct Agency safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

### *Skill in:*

- Using a personal computer and advanced word processing, spreadsheet, presentation and database software.

**Licenses and Certificates**

All licenses and certificates must be maintained as a condition of employment.

- A valid appropriate California driver’s license may be required.
- Maintain a satisfactory driving record.

**Special Requirements**

Essential duties require the following physical skills, abilities, and work environment:

*Physical Skills:* Able to use standard office equipment, including a computer and other electronic equipment; arm, hand, finger, wrist, leg, or foot motion repetitively; firmly or lightly grasp items as needed; sit for prolonged periods; stand, walk, kneel, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials, a computer screen, and to work in a typical office environment; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 30 pound boxes, files, and materials.

*Ability to:* Travel to different sites and locations; drive safely to different sites and locations; work protracted and irregular hours and evening meetings or work unusual hours for meeting attendance or participation in specific projects or programs.

*Work Environment:* Mobility to work in a typical office setting.

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