

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; creating and maintaining spreadsheets, maintaining and organizing records, reviewing invoices and does related work as required.

**Distinguishing Characteristics**

This classification provides administrative, operational, and programmatic support to Directors and department staff as assigned. 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 for assigned management, programs, and committees; organizes and coordinates administrative and office support functions to ensure efficient and effective operations; acts as a liaison between management/program/committee and other staff, outside agencies, or the public, coordinating resolutions to issues or problems which may arise.
- Prepares and coordinates the completion and submission of agendas and agenda items; reviews and proofs agenda items for content and compliance; prepares, posts, and distributes agenda packets and related information; monitors agenda item workflow and ensures completion within required deadlines.
- Serves as committee secretary by assisting in facilitation of or facilitating meetings, including roll call, voting, public participation, and other related processes and procedures; attends meetings and records, transcribes, and publishes minutes and meeting notes to include maintaining lists of committee participants and operating rules/bylaws and is responsible for updating as necessary.
- Coordinates, schedules, and sets up rooms and equipment for meetings; purchases food and supplies as necessary; tests and troubleshoots boardroom/conference room equipment; and provides other logistical support as needed.
- Composes, formats, prints, copies, sorts, and/or distributes various correspondence, reports, forms, records and invoices; proofreads and checks for accuracy and completeness following established procedures; corrects grammar, punctuation, and spelling.
- Verifies and reviews forms, reports, records, files, and applications for completeness and conformance with established regulations, policies, procedures.
- Supports directors, managers and tasks in various departments, primarily but not limited to the Transit and Programming departments. Tasks include but are not

limited to subrecipient monitoring and reporting, support for Right of Way activities, support for transit services and major plans and projects.

- Makes travel arrangements and prepares registration materials for conferences and orders items needed for various departments.
- Maintains and creates spreadsheets as well as maintaining and organizing documents and records for multiple departments.
- Researches, compiles, and summarizes information and data from various sources on a variety of topics; prepares and assembles reports and other informational materials.
- Organizes and maintains accurate and detailed databases, files, and records; inputs and maintains a variety of data into assigned databases and systems; verifies accuracy of information, researches discrepancies, and records information; ensures compliance with established records retention schedules including archiving, scanning, and destroying files.
- Receives and screens visitors and telephone calls; takes messages, directs callers and visitors to the proper office or person, and/or provides information regarding VCTC programs, activities, and functions; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- Supports and attends outreach events as needed.
- 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 required 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.

- Modern office applications, software, and platforms such as Microsoft Word, Excel, Power Point, and Outlook as needed to communicate, track, and monitor various types of information.
- Operations, services, programs, policies, procedures, and processes of VCTC.
- Organization and function of public agencies, including the role of appointed boards and commissions.
- Procedures, rights, and responsibilities related to local legislative body meetings.
- Research, data collection, and reporting techniques, methods, and procedures. Business correspondence writing and the standard format for reports, correspondence, agendas, and related documents.
- Methods of preparing and processing various records, agendas, reports, forms, contracts, and agreements.
- Databases and the ability to create simple queries and reports from a financial management system.

*Ability to:*

- Prioritize and deal with conflicting workload requirements.
- Handle staff (internal and external) and customers with courtesy, diplomacy, and tact.
- Prepare and review letters, memos, and general correspondences.
- Learn, interpret, and explain Agency and departmental operating policies, procedures, systems and methods.
- Organize information clearly and precisely.
- Accurately take notes and minutes for written meeting summaries.
- Coordinate and facilitate effective meetings and public participation.
- Research and summarize information from a variety of sources.
- Use phone system and online communications with proper etiquette.
- Maintain a variety of filing, record keeping, and tracking systems.
- 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.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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, virtual meeting 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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