City of Mill Valley Nov. 2013

#### **ADMINSTRATIVE AIDE**

### **DEFINITION**

Performs a combination of clerical, administrative, customer service and technical duties based on the function and operations of the assigned department.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the department director and/or senior supervisory staff. This position exercises no direct supervision of employees.

### **ESSENTIAL DUTIES**

- Assists the public by phone, online or in-person with application materials and procedures; applicable City regulations, standards and policies; complaints; project status; and any other information related to the operations and functions of the department. Refers members of the public to other department staff members or departments, as necessary.
- Creates, maintains and manages a variety of electronic and paper files and records.
- Prepares agendas and minutes and assembles and distributes information for designated City Boards, Commissions or Committees. May attend Board, Commission or Committee meetings, as necessary.
- Assists with department purchasing, payroll, budget, personnel recruitment, monetary transactions and deposits, conference and appointment scheduling, and the research and preparation of various reports.
- Creates mailing lists and distributes public notices or other information related to department projects or procedures.
- Maintains the department website and, where applicable, social media pages.
- Writes emails, letters, reports and memos.
- Operates department radio equipment, where applicable.

### **OTHERJOB RELATED DUTIES**

- In the event of a City emergency, may be assigned to the Emergency Operations Center or other designated emergency worker assignment.
- Performs other related duties and responsibilities as required.

### **ESSENTIAL QUALIFICATIONS**

# Knowledge of and experience with:

- The principals-and methods of modem office practice and procedures.
- Good customer service practices and maintaining a friendly and professional demeanor in sometimes difficult and trying circumstances.

• Proficient operation of Microsoft Outlook, Excel, Word, and Access. Experience with other software such as Adobe Acrobat Professional, In-Design or electronic permit tracking software (e.g., CRW) is desirable.

# Ability to:

- Make appropriate decisions and use initiative, resourcefulness and tact in dealing with staff and the public.
- Understand the organization and operation of the City and of other governmental agencies, as necessary. Interpret and apply city policies, regulations and procedures, as appropriate,
- Compile and organize data and records.
- Think clearly and act effectively in emergency situations.
- Multi-task, prioritize and meet specified time deadlines.

## **Experience and Training:**

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

- Five years of responsible office experience which has included daily contact with the public, ability to understand and communicate about technical and regulatory matters and procedures; maintain and access complex records and files. Experience in local government or with a public agency or with a private firm that did business regularly with local government is highly desirable.
- High school education or equivalent. Associate of arts/sciences or bachelor's degree highly desirable.

### License or Certificate:

• Possession of a Class C California Driver's License.

# **SPECIAL REQUIREMENTS:**

Must comply with the driver standards of the City of Mill Valley insurance provider.

Rev: 10/28/2013