



City of Phoenix ADMINISTRATIVE AIDE

JOB CODE 06020

Effective Date: Rev. 06/09

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide paraprofessional staff support in one or more fields of administration. Some positions issue instructions on behalf of a supervisor. Positions assigned to the Supervisory & Professional Unit exercise direct supervision over a small number of lower-level clerical personnel. Work involves independent decision making and a thorough knowledge of the terminology, procedures, and practices within a defined activity area. The employee plans and organizes the work flow utilizing departmental rules, regulations, and procedures. Work is performed under the general direction of an Administrative Assistant or section head who evaluates performance based upon results.

ESSENTIAL FUNCTIONS:

- Reviews documents for completeness and accuracy;
- Composes and responds to a variety of correspondence;
- Interprets and makes decisions in accordance with laws, regulations, and policies;
- Keeps detailed and accurate records;
- Completes necessary forms for retrieval of data and compiles reports from collected data;
- Responds to complaints or requests for service in person, by telephone, and in writing in accordance with established departmental policies and regulations;
- Monitors and compares data to determine compliance with prescribed operating standards;
- Collects and enters data or information into a computer or other keyboard device;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of office management.
- Department goals, objectives, policies, and procedures.



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Ability to:

- Work safely without posing a threat to self or others.
- Communicate orally with customers, clients, and the public using a telephone, in a face-to-face, one-to-one setting, and in a group setting in the English language.
- Comprehend and make inferences from material written in the English language.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work under pressure (i.e., handling significant problems and tasks which come up simultaneously and/or unexpectedly and approaching deadlines).
- Research and assemble data from a variety of sources.
- Use computers and computer systems to enter data or process information.
- Remain in a sitting position for extended periods of time.
- Establish priorities for own workload based upon such factors as need for immediate action, work objectives and schedules.
- Exercise independent initiative and judgment.
- Work cooperatively with other employees and the public.
- Learn job-related material primarily through oral instruction and observation to effectively perform job duties. This learning takes place mainly in an on-the-job training setting.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Four years of experience performing clerical duties or a bachelor's degree in public or business administration or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.