



City of Phoenix

ADMINISTRATIVE ASSISTANT I

JOB CODE 06030

Effective Date: 02/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to handle a variety of administrative duties reflecting the business needs of an administrator. Some positions supervise clerical or technical personnel performing a variety of tasks or gathering information, performing statistical analyses, studying administrative problems, and developing improved systems, procedures, and forms. Contact with the public is an important element of the job in some positions. Work requires the use of initiative and judgment and is performed under the general direction of a department, assistant department, or division head. Performance is evaluated from written reports and results achieved. The complexity and difficulty of assignments differentiates this class from the class of Administrative Aide.

ESSENTIAL FUNCTIONS:

- Composes reports based on research findings;
- Makes recommendations and interpretations based on research findings;
- Compiles data and prepares monthly, annual, and special reports;
- Aids in the monitoring and control of the budget;
- Researches requests and complaints and responds in person, by telephone, and in writing in accordance with established divisional or departmental policies and regulations;
- Follows up on assignments to determine progress and date of completion;
- Manages special projects;
- 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 public administration.
- Principles and practices of office management and equipment.
- 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.
- Make decisions and exercise resourcefulness in meeting new problems.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Comprehend and make inferences from written material.
- Use computer systems to enter data or process information.
- Conduct trainings and facilitate group presentations.
- Operate keyboard devices such as calculators, PC, and CRT.
- Exercise independent initiative and judgment.
- Learn job-related material primarily through oral instructions and observation. This learning takes place mainly in an on-the-job training setting.
- Work cooperatively with other employees and the public.

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:

One year of paraprofessional experience in governmental research and finance administration or paraprofessional experience aiding an administrative officer in technical and administrative problems and affairs and 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.