



City of Phoenix ADMINISTRATIVE ASSISTANT II

JOB CODE 06040

Effective Date: 02/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to assist the head of a department or a major division with day-to-day administrative duties, conduct independent research studies, and make recommendations on administrative projects and problems. Some positions supervise employees engaged in research or administrative activities. Work is performed under general supervision where considerable independence is allowed. This class is differentiated from the Administrative Assistant I class by the increased difficulty and complexity of assignments.

ESSENTIAL FUNCTIONS:

- Conducts studies of operational problems and prepares recommendations on improvements;
- Evaluates recommended changes in organization, policy, and procedures for feasibility and composes reports on merit of recommendations;
- Coordinates installation of new systems, procedures, and methods;
- Advises department/division on budget problems, policies, and procedures and assists in the maintenance of proper budgetary controls;
- Develops and revises general administrative manuals and reviews specialized manuals;
- Composes public reports;
- Coordinates Request For Proposal processes, writes contracts, and monitors contract compliance;
- Assists department and division heads in implementing improvements, and in overall administration of the department/division;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required

Required Knowledge, Skills and Abilities:

Knowledge of:



City of Phoenix

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

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 in accordance with the rules, regulations, and ordinances, covering the organizational unit to which assigned.
- Analyze, interpret, and report research findings.
- Work under pressure (i.e., handling significant problems and tasks which come up simultaneously and/or unexpectedly and approaching deadlines).
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Comprehend and make inferences from written material.
- Analyze and interpret policies and procedures to staff.
- Staff meetings and conduct training and group presentations with City staff and the public.
- 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:

Three years of professional experience in public administration or governmental research or finance, 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.