

**CITY OF FONTANA
SENIOR ADMINISTRATIVE AIDE**

DEFINITION: Under general supervision from higher level management or supervisory staff, supervises, organizes, and participates in departmental administrative support activities; and perform a variety of technical administrative duties in support of assigned area of operations. Exercise direct and/or indirect supervision over assigned technical and clerical staff.

ESSENTIAL FUNCTIONS: The employee must have the ability to:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the assigned administrative functions; implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports of operations and activities.
- Coordinate and supervise the processing of a variety of documents including applications, enrollments, tests, and confidential files.
- Participate in the recruitment process; prepare job announcements bulletins and place advertisements in newspapers and other publications; maintain eligibility and employee reinstatement lists; answer inquiries concerning recruitment on the phone.
- Assist in selection process; arrange interview panels between applicants and department managers; schedule applicant testing; administer, monitor, score and record tests; schedule new employee physical exams; confirm starting dates with new employee and supervisor.
- Conduct new employee orientations; explain fringe benefits programs; enroll employees in retirement, medical, dental and life insurance and other benefit programs, as appropriate; complete enrollment forms, cancel employee enrollment as requested.
- Provide general information and assistance to contractors, City staff and the public in researching information related to City regulations and department policies; provide research assistance in a variety of municipal administrative areas.
- Review, research, summarize and track a variety of fiscal, statistical and administrative information, plans or projects; prepare or direct the preparation of annual, quarterly or administrative reports.
- Develop and revise forms and report formats, as well as report preparation procedures.
- Participate in the conduct of surveys and studies by gathering, compiling, tabulating and reporting data.
- Prepare and revise various operating procedures, rules and regulations upon request.
- Prepare, process and monitor administrative documents including permits, bonds, insurance and personnel actions.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints; assist the public and other City staff in interpreting and applying City codes and ordinances.

- Assist in coordinating and monitoring the assigned budget; compile annual budget requests, recommend expenditure requests for designated accounts; prepare revenue projections and monitor approved budget accounts.
- Draft policies and procedure; maintain and update employee handbook as necessary.
- Maintain longevity and accrual records related to employee benefits.
- Process unemployment insurance forms; represent City in appeals hearings.
- Oversee office support functions; direct the work activities of assigned clerical personnel; prioritize and coordinate work assignments; review work for accuracy.
- Direct and participate in the updating and maintaining a variety of department files.
- Perform any tasks or functions deemed necessary to the daily operations of the employer.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision when preparing and reading written reports and other work related documents. Acute hearing is also required when providing phone and counter assistance. The need to lift, drag, and push files, computer reports, or other materials weighing up to 25 pounds is also required.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would provide the required knowledge and abilities is qualifying. The employee must have the knowledge of:

- Basic principles and practices of fiscal, statistical and administrative research and report preparation.
- Basic procedures and techniques of budget preparation and accounting.
- English usage, spelling, grammar and punctuation.
- Principles and practices of operations and programs in assigned area.
- Principles and procedures of record keeping and reporting.
- Modern office procedures, methods and computer equipment.

Ability to:

- Research and prepare a variety of fiscal, statistical and administrative reports.
- Apply technical principles and practices to the development and maintenance of administrative systems and records.
- Evaluate programs and activities in assigned area.
- Respond to requests and inquiries from City and department staff.
- Implement and maintain standard filing systems and accounting systems.

- Work independently in the absence of supervision.
- Understand and apply pertinent policies, procedures, laws and regulations.
- Understand and follow oral and written instructions.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience: Two years of increasingly responsible technical and administrative support experience.

Education: Equivalent to completion of the twelfth grade supplemented by specialized training in personnel management, public or business administration or a related field.