



<b>Department:</b>	Various
<b>Bargaining Unit:</b>	SEIU
<b>Salary Range:</b>	E31
<b>Last Revision:</b>	September 1995

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## **SENIOR SUPPORT SERVICES ASSISTANT**

### **DEFINITION**

Under direction, to perform a variety of responsible administrative, secretarial and clerical duties in support of a City department or division; to provide a variety of routine and complex analytical, administrative and technical work in the analysis of programs, projects, services, systems. Policies and procedures in support of a City department or division; to perform receptionist, word processing, information system and records management duties; to assist staff with special projects; and to provide information and assistance to the public regarding functions to which assigned.

### **SUPERVISION EXERCISED**

May exercise technical and functional supervision over clerical staff.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Provide reception and general office administration; screen office and telephone callers; respond to complaints and requests for information on regulations and procedures.

Type correspondence, reports, forms, and a variety of documents from verbal instructions, rough draft, or transcribing machine recording.

Independently assemble data and information for reports.

Sort and process office mail; receive and send out mailings as requested, including bulk mailings.

Operate a computer terminal to input and retrieve departmental information.

Process and code invoices for payment; prepare purchase orders; maintain financial records.

### **OTHER JOB RELATED DUTIES**

Perform related duties and responsibilities as assigned.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Basic principles and practices of local government administration.

Modern office procedures, methods, and computer equipment.

### **Knowledge of:**

Principles and practices of business letter writing and basic report preparation.

Principles and practices of fiscal, statistical, and administrative data collection and report preparation.

Principles and techniques used in dealing with the public.

Word processing methods, techniques, and programs including spreadsheet and database applications.

Basic mathematical principles.

Principles of automated information systems.

### **Skill to:**

Operate modern office equipment including computer equipment.

Type and enter data at a speed necessary for successful job performance.

### **Ability to:**

Learn and correctly interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Perform responsible and difficult secretarial work with a high degree of accuracy.

Plan and organize work to meet schedules and deadlines.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Independently prepare correspondence and memoranda.

Work cooperatively with other departments, City officials, and outside agencies.

**Ability to:**

Respond to requests and inquires from the general public and City officials.

Work under limited supervision within a broad framework of standard policies and procedures.

Maintain confidentiality of sensitive information and data.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Manage the use, care and repair of department computers and printers.

Understand and carry out oral and written directions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Experience and Training Guidelines**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Four (4) years of increasingly responsible clerical and secretarial experience, at least one (1) year of which should be in the specialized area of assignment. Experience in an office environment which included extensive public contact is highly desirable.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in office practices and secretarial functions. Specialized training and course work related to area of assignment, highly desirable.

*City of Hollister*  
*Senior Support Services Assistant (Continued)*

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**Special Requirements**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Effective Date:** September, 1995