



City of Gonzales

ADMINISTRATIVE ASSISTANT II

DEFINITION

To perform a variety of routine and responsible clerical, customer service and accounting support activities related to accounts payable, utilities billing, licensing activities; to word process, enter information into various computer systems, file and provide other general office support services to administrative and management staff; to act as city receptionist answering telephones, greeting visitors, and responding to requests and inquiries; to provide efficient customer service and to function as a positive and cooperative team member.

DISTINGUISHING CHARACTERISTICS

This is a generalized journey level classification to the city's administrative or accounting support series. Positions allocated to this job class perform the more technical and specialized clerical/accounting functions under general supervision. Positions allocated to this classification may act as receptionist and provide customer service within a designated department. Incumbents allocated to this class may advance to one of the specialized classifications after gaining experience and achieving proficiency in one of more specialized support activities for a specific department.

SUPERVISION RECEIVED AND EXERCISED

Employees in this classification receive general supervision from a management/supervisory position or his/her designee within a framework of established policies and standard operating procedures. Employees may receive technical and/or functional supervision from a department head or designee. Employees in this classification shall assist others as need for training and coverage purposes. Employees in this classification may supervise other employees with Administrative Assistant I classification as directed by management staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Performs administrative tasks as part of a high-performing team with positive customer support. Shares duties of others as needed to cover other's assignments for short periods of time.
- Provides initial contact with the public and representatives of other agencies as callers and visitors to City Hall or assigned department at the front counter and/or over the telephone; determines the nature of the contact; provides factual information regarding services, policies and procedures; takes messages or directs the caller to the proper individual or department.
- Prepares correspondence, reports, forms, labels, and specialized documents from drafts, notes, previous documents, or brief instructions; may assist with the preparation of agendas, minutes, and/or other specialized documents.
- Collects, receives and processes payments recorded at the front counter (utility billings, various permits, business licenses and other revenues due the City); balances receipts and money received, generates daily balancing report and bank deposit documentation.
- Processes and matches purchase orders to invoices; tracks, reviews, and verifies warrant and purchase order requests; may research discrepancies and/or check allocations against budget appropriations; submits purchase orders to management for final review and approval.
- Provides applications, forms and other information to the public, answers questions and gives factual information regarding City services, and activities and regulations.

- Provides services to utility customers to include answering general and routine questions, processing connects and disconnects, and adjusting accounts as necessary and as approved.
- Enters monthly extra trash collection and disposal charges into individual worksheets; posts data to appropriate residential and commercial account masters.
- Prepares and updates a variety of reports and records which may require the use of mathematical calculations, spreadsheets, and/or databases as well as the gathering and consolidation of materials from multiple sources.
- Maintains designated manual and automated recordkeeping systems; researches and compiles information from such files and purges or transfers files as instructed and as required.
- Participates in the processing and tracking of various data and information such as city business license records, grant funding, loans, building permits, trust funds, police records, and other specialized reporting documentation in automated and manual systems.
- Maintains and updates standing inventories of office supplies and materials; may complete purchase orders/requests based on established standards and approved standing orders; receives approved supplies and materials, logs, and distributes to appropriate parties.
- Opens, logs in and distributes mail, logs out and processes outgoing mail in a timely manner.
- Participates in cross training activities as assigned; providing back up assistance as skills and knowledge are acquired and as assigned.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Standard and accepted office procedures, practices and equipment.
- Basic computer operations including basic word processing applications.
- Basic methods and techniques for report formatting and business writing.
- Mathematical calculations to include addition, subtraction, multiplication, and division.
- Standard and accepted customer service etiquette.
- Standard and accepted methods and techniques for recordkeeping.
- Standard English usage, spelling, grammar, and punctuation.

Skill to:

- Understand and follow both written and oral directions in an independent manner.
- Read, understand, and apply designated policies, rules, regulations, and departmental procedures.
- Learn the city's and assigned department's policies, procedures, services, and operating standards.
- Learn to operate specialized information systems software in an effective manner.
- Knowledge and ability to safely operate office equipment provided.
- Communicate clearly, concisely and with tact in both oral and written forms.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Word process/type accurately at a speed necessary for successful job performance.
- Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.

EXPERIENCE AND TRAINING

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Training:

Equivalent to High school graduation or its equivalent.

Experience:

At least three years of progressively responsible clerical or customer service experience.

TYPICAL PHYSICAL REQUIREMENTS

Sitting for extended periods of time daily; standing and walking short distances. Minimal twisting, bending, stooping and lifting in the performance of assigned duties. Normal manual dexterity and eye-hand coordination required; repeated hand-wrist movement required. Corrected vision to normal range; normal hearing and speech is required; verbal communications required; ability to use a variety of office equipment and machines as referenced. Good memory and recall is necessary for the accurate and timely transfer of information.

TYPICAL WORKING CONDITIONS

Assigned work is normally performed in an office environment. May be required to work an occasional evening and/or weekend. Continuous contact with other staff, citizens, other agencies, and businesses as well as the general public.

SALARY AND BENEFITS

SALARY RANGE:

\$3,875.46 - \$5,273.96/month

HEALTH INSURANCE:

The City contributes significantly towards an employees' medical, vision and dental insurance coverage and contributes toward dependent coverage.

RETIREMENT:

Miscellaneous (non-safety)-Classic employees will be enrolled in the 2% @ 60 CalPERS formula and will contribute 100% of the employee's contribution on a pre-tax basis. An employee is vested after 5 years of CalPERS participation. The City also participates in Social Security.

Miscellaneous (non-safety)-PEPRA employees will be enrolled in the 2% @ 62 CalPERS formula and will contribute 100% of the employee's contribution on a pre-tax basis. An employee is vested after 5 years of CalPERS participation. The City also participates in Social Security.

HOLIDAY LEAVE:

Thirteen (13) days per year.

VACATION LEAVE:

Vacation Leave is accrued as follows:

1. Six and two-thirds (6 $\frac{2}{3}$) hours per month for less than three (3) years of service.
2. Ten (10) hours per month for three (3) to ten (10) years of service.
3. Eleven and two-thirds (11 $\frac{2}{3}$) hours per month for ten (10) to fifteen (15) years of service.
4. Thirteen and one-third (13 $\frac{1}{3}$) hours per month for fifteen (15) or more years of service.

SICK LEAVE:

Eight (8) hours per month.

LIFE INSURANCE:

The City pays 100% of the current Life Insurance Policy.

LONG TERM DISABILITY:

The current policy provides 60% of pre-disability earnings, reduced by deductible income after a ninety-day waiting period. The City does not provide short-term State Disability Insurance.

APPLICATION/SELECTION PROCEDURE AND DEADLINE

All applicants must complete and file a City of Gonzales application form, plus submit with the application their responses to the supplemental questionnaire. A resume may be submitted with the application, but cannot take the place of the application. Deadline is **Open Till Filled**. Application packets may be emailed to the City of Gonzales Personnel Department at cfirme@ci.gonzales.ca.us; mailed to P.O. Box 647, Gonzales, CA 93926, or if delivered in person at Gonzales City Hall, 147 Fourth Street, Gonzales, CA. Written applications and supplemental questionnaires will be screened, and the most qualified applicants will be invited for interviews. Applications submitted without a completed supplemental questionnaire will not be considered.

If you have a disability which may require an accommodation in the selection procedures outlined above, please notify the City Clerk in writing by the filing deadline date.

The City of Gonzales is an Equal Opportunity Employer.



City of Gonzales

P.O. BOX 647
PHONE: (831) 675-5000

147 FOURTH ST.
FAX: (831) 675-2644

GONZALES, CALIFORNIA 93926
www.ci.gonzales.ca.us

ADMINISTRATIVE ASSISTANT II

SUPPLEMENTAL QUESTIONNAIRE

INSTRUCTIONS TO APPLICANTS:

This supplemental questionnaire must be submitted with your application for the position of Administrative Assistant II.

This supplemental questionnaire requires that you prepare a narrative description in response to each item. In answering the following questions, please include your background, skills and experience in the areas of Administrative Assistant II. Your ability to provide clear and concise answers will be used in assessing your qualifications for this position. Please limit your answers to the spaces provided.

Applications for the position of Administrative Assistant II will not be considered without the supplemental questionnaire. Only those applicants demonstrating the best job-related qualifications will be invited for interviews. Therefore, it is to your advantage to complete this form thoroughly and accurately. The information contained within your responses will be verified through background and reference checks should you be selected as a finalist.

Responses such as "see resume," "see application," or "see attached" will not be evaluated.

I, THE UNDERSIGNED, UNDERSTAND THAT ALL INFORMATION PROVIDED HEREIN IS SUBJECT TO VERIFICATION AND IS TRUE TO THE BEST OF MY KNOWLEDGE AND ABILITY.

Signature

Date signed

Print Name

Day Phone Number

Email Address

Mailing Address, City, State, Zip

APPLICANT'S NAME: _____

SUPPLEMENTAL QUESTIONNAIRE

ADMINISTRATIVE ASSISTANT II

1. Please explain in detail your prior experience and/or training in a secretarial, clerical or accounting position. Describe the specific duties that you performed, including the type of work completed and whether or not you prepared documents, reports and correspondence independently or from material provided by a supervisor. Describe the type of office(s) in which you performed these duties and give examples of the type of work you performed. If you have received formal training, list the institution(s) offering the course(s), the course title(s) and completion date(s).

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

APPLICANT'S NAME: _____

SUPPLEMENTAL QUESTIONNAIRE

ADMINISTRATIVE ASSISTANT II

2. Please describe in detail what experience and/or formal training you have working with computers and computer programs. List the specific types of computers and the programs with which you have experience. Describe your level of proficiency with each program. Explain the specific type of work you have previously completed on a computer. If you have received formal training in this area, list the institution(s) offering the course(s), the course title(s) and completion date(s). Also attach copies of certificates or diplomas, if available.

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City of Gonzales

www.gonzalesca.gov

OFFICE USE ONLY
DATE RECEIVED

P.O. Box 647 * 147 Fourth Street, Gonzales, CA 93926

☎ (831) 675-5000 ☎ (831) 675-2644

EMPLOYMENT APPLICATION

Please print in ink

Date	Social Security Number	Home Phone # ()	Cell Phone # ()
Name (First)	(Middle)	(Last)	California Driver's License No.
Mailing Address		City	State Zip
Type of Work or Position Applying for 1.	2.	Full Time ____ Part Time ____	Permanent ____ Temporary ____
Are you between the ages of 18 and 70? Yes__ No__	If hired, can you furnish proof of age? Yes__ No__	If you are not a U.S. Citizen, Do you have the legal right to remain and work permanently in the U.S.? Yes__ No__	Do you have permission to work Temporarily? Yes__ No__
Have you ever been employed by the City? Yes__ No__	Dates employed Department Position	Do you have a relative employed by the City? Yes__ No__	Name Department Position
Referred by	Day Phone #	Evening Phone #	

ANSWER THESE QUESTIONS IF ANY POSITIONS FOR WHICH YOU ARE APPLYING REQUIRE PROFICIENCY IN THE FOLLOWING

Language(s) Written	Other Skills or Special Training You Have or Machines You Operate
Language(s) Read	
Words Per Minute	Computer Programs

EDUCATION

Highest Grade Completed 1 2 3 4 5 6 7 8 9 10 11 12	College 1 2 3 4	Graduate 1 2 3	List below only the schools you have attended at the high school level and beyond. Include technical, military, professional, college, or university.				
Name of School	Location	From Mo/Yr	To Mo/Yr	Units Completed	Degree or Diploma	Major	

EXTRACURRICULAR ACTIVITIES (you may exclude any names of organizations which may reveal your race, religion, national origin or ancestry)	HONORS RECEIVED

If you are applying for a position in a scientific, technical, professional or administrative field, list by descriptive title (not course number) the courses in your major field and all related courses you have taken at the college level. Indicate lower division courses you have taken at the college level. Indicate lower division courses with "I" upper with "U" and graduate with "C" units and final grade.

Subject	Lower, Upper or Graduate	Units	Grade

Are You Attending School Now? Yes__ No__
Where? _____
What Hours? _____
Course of Study? _____
Do You Plan Further Educational Study?
Yes__ No__ What Field? _____

Certificates and licenses (give state, number and expiration date) and membership in professional societies.

Community activities, special interests: (you may exclude names of organizations, which may reveal your race, religion, national origin or ancestry)

Other Pertinent Qualifications:

EMPLOYMENT RECORD

List your present or most recent employer FIRST and include U.S. Armed Forces experience and major volunteer experience; account for all time during at least the past ten years, including periods of unemployment. You may exclude names of organizations, which may reveal your race, color, religion, national origin or ancestry. If more space is required, attach a separate sheet to this form.

EMPLOYER Name and Address		YOUR JOB TITLE AND DUTIES IN DETAIL		REASON FOR LEAVING
From: Month Year	To: Month Year	Total # of Months/Years	Hours worked per week	
Type of Business		Name of your supervisor	Phone Number	
EMPLOYER Name and Address		YOUR JOB TITLE AND DUTIES IN DETAIL		REASON FOR LEAVING
From: Month Year	To: Month Year	Total # of Months/Years	Hours worked per week	
Type of Business		Name of your supervisor	Phone Number	
EMPLOYER Name and Address		YOUR JOB TITLE AND DUTIES IN DETAIL		REASON FOR LEAVING
From: Month Year	To: Month Year	Total # of Months/Years	Hours worked per week	
Type of Business		Name of your supervisor	Phone Number	
EMPLOYER Name and Address		YOUR JOB TITLE AND DUTIES IN DETAIL		REASON FOR LEAVING
From: Month Year	To: Month Year	Total # of Months/Years	Hours worked per week	
Type of Business		Name of your supervisor	Phone Number	
Type of Business		Name of your supervisor	Phone Number	May we contact your current employer?

MILITARY SERVICE

Service Dates	Branch	Highest Grade/Rank	Type of Discharge
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*The City is an
affirmative action/equal
opportunity employer*

I certify that all statements on this application are true and complete to the best of my knowledge and belief. If employed, I understand that any falsification of this record may be considered cause for termination.

Applicant's Signature