

**DEPARTMENTAL ADMINISTRATIVE SPECIALIST**  
(Confidential)

**DEFINITION**

Under general direction, provides a wide range of specialized, confidential, and highly responsible administrative support for a City Department. Positions within this series vary in the kind of work performed depending on the specific program or assignment.

**SUPERVISION RECEIVED AND EXERCISED**

The incumbent reports to a Department Head, or Manager within the assigned Department, and may provide direction to personnel.

**DISTINGUISHING CHARACTERISTICS**

This is a paraprofessional classification that provides specialized administrative support to the professional staff of a City Department. Incumbents receive work direction from a variety of professional staff within the Department.

**ESSENTIAL DUTIES**

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

- Explains complex policies, procedures, ordinances and laws in order to respond to more complex or difficult customer inquiries.
- Researches and resolves customer service issues, applying rules, laws, ordinances, regulations, policies, and procedures, using appropriate judgment to meet customer needs.
- Responds to customer requests for information, resolves complaints, and ensures processes are completed.
- Performs a wide range of highly complex, responsible and confidential paraprofessional administrative and office support duties in support of the Department; performs specialized clerical duties as required.
- Reviews and maintains a variety of contracts to ensure compliance with deadlines and conditions.
- Reviews, and edits a variety of documents including charts, graphs, reports, contracts, legal forms, financial documents, and proposals to ensure documents are accurate, complete, and adhere to legal guidelines.
- Compiles data and prepares reports and summaries for the Department, City Council, outside agencies, other departments, and other agencies as required.
- Creates documents arranging information in readable format or according to specification using computer software, in order to prepare forms, documents, charts, legal forms, pamphlets, brochures, newsletters, and proposals.
- Maintains a variety of confidential records and files.
- Processes invoices, enters requisitions and purchase orders, and reviews and processes financial and other documents.
- Develops and maintains computer database or spread sheet applications in order to store data and compile statistics.

- Coordinates and assists with events, presentations, training, and meetings.
- Verifies and makes adjustment to accounts for accurate processing.
- Orders office equipment/supplies as needed and tracks and maintains inventory.
- Opens and distributes mail from U.S. postal or interoffice mail system.

## **QUALIFICATIONS**

### **Knowledge of:**

- City organization and functions; laws, rules and regulations
- Business letter writing and basic report preparation
- Business arithmetic and basic statistical techniques
- Records management principles and practices
- Modern office practices, methods, and computer equipment
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for providing a high level of customer service and dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone
- City and Departmental policies, procedures, rules, regulations, and guidelines

### **Ability to:**

- Coordinate division activities with other City departments and agencies as required
- Analyze complex problems, evaluating alternatives, and making sound recommendations related to assigned activities
- Establish and maintain effective working relationships with those contacted in the course of the work
- Use computer technology and applications in the performance of daily activities
- Research, interpret, and explain City and Departmental policies, procedures, rules, regulations, and guidelines.
- Prepare and present clear, concise and logical written and oral reports
- Utilize discretion in the handling and disclosure of confidential information
- Organize and set priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials
- Exercise sound independent judgment within established guidelines
- Establish and maintain effective working relationships with those contacted in the course of the work
- Complete work accurately and thoroughly under tight deadlines
- Maintain accurate and effective filing systems and records
- Maintain confidentiality of all records and information
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

**Education and Experience**

*Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from high school;

**AND**

Four (4) years of increasingly responsible clerical, administrative work experience, including at least one (1) year of experience interpreting policies and procedures.

*Equivalent to an Associate degree with major coursework in business, public or office administration, financial management, accounting, or a related field may be substituted for one (1) year of the required experience, and a Bachelor's degree from an accredited college or university in business administration, public administration, financial management, accounting, or a related field may substitute for two (2) years of the required experience.*

**Licenses and Certifications**

A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

**PHYSICAL DEMANDS**

The incumbent appointed to this class must be physically able to perform the duties of this position, including the mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment; ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 10 pounds; may move heavy and/or awkward objects to gain access to computer networks.

**ENVIRONMENTAL CONDITIONS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

*This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.*

Adopted	July 2013
Revised	September 2024 (Change to Education and Experience)
FLSA	Non-Exempt
Salary Schedule	Confidential/Range 17