

CITY OF ROSEVILLE

MANAGEMENT ASSISTANT I  
MANAGEMENT ASSISTANT II

DEFINITION

To perform a variety of highly responsible, complex and confidential administrative duties in support of the City Manager's Office and related activities; to provide administrative support to the City Council, Assistant City Managers and commissions; to assist with a variety of special projects; and to provide general information and assistance to the public.

DISTINGUISHING CHARACTERISTICS

Management Assistant I – This is the entry-level class in the Management Assistant series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Management Assistant I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibilities are learned.

Management Assistant II – This is the journey level class in the Management Assistant series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Management Assistant I

Receives immediate supervision from assigned Department Head.

Management Assistant II

Receives general supervision from assigned Department Head.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a wide variety of highly responsible, complex and sensitive duties in support of the City Manager's Office and related activities and operations.

Receive and respond to calls and visitors with tact and diplomacy; research and respond to requests for sensitive information and assistance; resolve citizen concerns and complaints.

Compile, prepare and distribute agendas and minutes for various committees and commissions; assist with the preparation of presentation materials; coordinate meeting logistics; attend meetings, take minutes and provide support to board and committee members.

Independently respond to letters and general correspondence of a routine nature.

Plan and coordinate a variety of special events and meetings; prepare invitations, receive and track RSVP's; handle logistical arrangements.

Create, edit and update City Manager's Office information on internet and intranet.

Maintain awareness of current issues in assigned areas of responsibility.

Recommend organizational or procedural changes affecting support activities.

Participate in the computation and inputting of budget information; process invoices and assist in the monitoring of budget; track and process rent received from City properties.

Maintain a variety of databases for tracking operational, financial and statistical information; generate reports.

Interpret and apply City policies, procedures, and administrative directives, and communicate laws and regulations in response to inquiries or complaints; refer inquiries as appropriate.

Participate in special projects as assigned; collect and compile a variety of administrative and/or technical information; prepare report of findings.

Research data and compile information to be used in special projects and comprehensive reports.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related work as required.

## MINIMUM QUALIFICATIONS

### Management Assistant I

#### Knowledge of:

Business English; letter writing formats and technical report preparation.

Principles and procedures of fiscal and statistical record keeping.

Principles of effective customer service.

Modern office equipment and procedures including use of word processing, database,

and spreadsheet applications.

Ability to:

Learn to perform responsible and difficult administrative support work involving the use of independent judgment and personal initiative.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Maintain confidential data and information for executive staff.

Learn to independently prepare a wide variety of correspondence, documents, spreadsheets and other materials.

Compile and maintain complex and extensive records to include statistical records; complete staff reports for oral and written communications.

Review documents for completeness and follow appropriate steps for the retention of records, files and documents.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Four years of progressively responsible administrative support experience, preferably within a public agency.

AND

Training:

Equivalent to an Associate's degree with college course work in public administration, business administration or a related field.

License or Certificate

Possession of a valid California driver's license.

### Management Assistant II

In addition to the qualifications for the Management Assistant I:

#### Knowledge of:

Functions and organization of municipal government and non-profit organizations.

Complex filing systems management and document administration.

Pertinent local, State and Federal laws, ordinances and rules.

#### Ability to:

Perform responsible and difficult administrative support work involving the use of independent judgment and personal initiative.

Understand, interpret and explain department and City policies, procedures, laws and regulations; explain operations and problem solve office issues for the public and with staff.

Interpret, apply and explain rules, regulations and laws.

Independently prepare a wide variety of correspondence, documents, spreadsheets and other materials.

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

Analyze office operations and technical problems, evaluate alternatives and recommend solutions.

#### Experience and Training

##### Experience:

Two years of experience performing work similar to that of a Management Assistant I with the City of Roseville.

AND

##### Training:

Equivalent to an Associate's degree with college course work in public administration, business administration or a related field.

License or Certificate

Possession of a valid California driver's license.

10-11-16	
03-21-15	Management Assistant I/II
08-25-12	Management Assistant
03-21-89	Administrative Aide
10-01-88	
07-01-79	City Manager's Secretary
02-24-75	
10-30-73	
03-09-70	
67	
65	
64	Secretary to the City Manager