



## CITY OF CAMARILLO

**Management Assistant**

**Job Code: 105**

**FLSA: Exempt**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Performs a variety of para-professional analytical, technical, programmatic, and administrative duties in support of various administrative and programmatic operations and activities and in providing responsible staff support to a City department, office, and/or program area; coordinates assigned activities with other divisions, outside agencies, and the general public; and supervises, trains, and oversees the work of assigned administrative support staff.

Incumbents at this level perform the para-professional level administrative and programmatic support and analysis duties while learning City policies, procedures, and specific techniques related to area of assignment and management analysis. As experience is gained, assignments gradually become more diversified and incumbents work with greater independence. Job assignments are in specific departments and/or programs, where incumbents are expected to assist the department head, senior management staff, and/or higher-level analysts with program, operational, and administrative functions. The Management Assistant is often utilized as an office manager with responsibility for planning, coordinating, and implementing office support functions for an assigned department. This position contributes to the overall management of the assigned department by participating in the development of policies and procedures, coordinating with internal and external parties to improve delivery of service, providing guidance on all facets of customer communications, and participating in the development, monitoring, and administration of budgets.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Serves in the capacity of an office manager for assigned department, independently planning, administering, and coordinating administrative support functions and services.
2. Plans, coordinates, and reviews assigned activities and operations of the department including assigned administrative support, technical, and/or programmatic service areas; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems; recommends improvements in work flow, procedures, and use of equipment and forms; implements improvements as approved.
3. Participates in the selection, training, and evaluation of assigned administrative support personnel; provides or coordinates staff training; works with employees to correct deficiencies.
4. Performs a variety of technical administrative analytical duties requiring analysis and the application of specific program knowledge and administrative skills in support of a City department, division, program, or function; assumes responsibility for specific program area duties; provides assistance in administrative and operating programs as assigned.

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5. Conducts research; prepares, revises, and implements various administrative policies, procedures, rules, and regulations in accordance with sound organizational practices; develops and revises office forms and report formats; establishes procedural manual for clerical and administrative support services for assigned areas.
6. Conducts administrative and/or management studies relating to the activities and operation of the assigned department, office, or program area; conducts the more routine surveys, research, and statistical analysis on administrative, fiscal, and operational issues; collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; writes reports that present and interpret data, identify alternatives; make and justify recommendations.
7. Provides staff assistance to management staff; participates on and provides staff support to a variety of committees and boards; prepares and presents staff reports and other correspondence as appropriate and necessary; relieves management staff of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.
8. Participates in planning, coordinating, implementing, promoting, and overseeing assigned programs, projects, and initiatives; participates in the development and implementation of program goals, objectives, policies, procedures, and priorities; participates in the development and implementation of strategies for the achievement of program goals.
9. Participates in the identification, planning, development, and implementation of new and/or modified programs that would promote and enhance the mission, goals, and objectives of the City; performs the necessary research and analysis to justify the appropriateness of implementing the proposed program/project; prepares presentation materials and background documentation; participates in monitoring project success using appropriate tracking and feedback systems.
10. Provides assistance in resolving operational and administration problems; identifies problem areas and issues; conducts research to find alternative solutions; makes recommendations; assists in implementation of recommendations.
11. Assists in researching, negotiating, and monitoring assigned contracts and agreements with outside suppliers, service providers, leasing agents, and others; ensures work is performed in compliance with contracts and agreements.
12. Serves as primary contact and liaison for assigned functions and programs with other City departments and staff, the general public, and outside agencies and organizations; negotiates and resolves sensitive and controversial issues; explains, justifies, and defends programs, policies, and activities.
13. Coordinates assigned services and program/project activities with those of other City programs, functions, departments and staff, boards, committees, and task forces as well as external agencies, groups, and the general public to ensure effective cooperation consistent with optimal efficiency, effectiveness, and economy; coordinates data, resources, and work products as necessary and upon request in support of a productive and positive working environment; participates in representing the assigned area to public and private groups, organizations, and other City groups.
14. Assists with the budget development process and budget monitoring activities; provides assistance in the development of assigned budget; collects, reviews, and analyzes financial data; reviews budget requests and budget changes; makes recommendations and obtains final approval for changes; create data tracking and reporting systems; monitors monthly status.

15. Performs related duties as required.

### **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **Knowledge of:**

Organization and operation of municipal government.  
Municipal government functions specifically related to program area/project assignments.  
Operational characteristics, services, and activities of assigned program.  
Work organization and office management principles and practices.  
Standard organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs related to area of assignment.  
Basic techniques and formulae for administrative, financial, and comparative analyses.  
Methods and techniques of effective technical, administrative, and financial record keeping, report preparation, and presentation.  
Recent developments, research methods, current literature, and sources of information related to assigned programs and service areas.  
Terminology used in area of assignment.  
Basic principles and practices of budget preparation and administration and grant application and administration principles and practices.  
Principles of business letter writing.  
Federal, state, and local government organizations.  
Principles of supervision, training, and performance evaluation.  
Modern office procedures, methods, and equipment including computers and various software packages.  
Methods and techniques used in customer service and public relations.  
English usage, spelling, grammar, and punctuation.  
Pertinent federal, state, and local laws, codes, and regulations.

#### **Ability to:**

Oversee, coordinate, and participate in the management of a comprehensive administrative support division or other assigned program area.  
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.  
Understand, interpret, and apply administrative and departmental policies and procedures as well as pertinent laws, regulations, and ordinances.  
Select, train, and evaluate assigned staff.  
Supervise, organize and review the work of lower level staff.  
Plan, schedule, and review the work and performance of subordinates in a manner conducive to proficient performance and high morale may be required for some positions.  
Perform responsible and difficult para-professional analytical, programmatic and administrative duties involving the use of independent judgment and personal initiative.  
Participate in the preparation and administration of assigned budgets.  
Learn methods and techniques of research and operational and administrative analysis.  
Learn to prepare a variety of analytical and financial reports.  
Learn to develop policies, procedures, goals, and objectives.  
Learn to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.  
Plan, coordinate and conduct operational analyses, administrative studies, and special projects.  
Research, compile, analyze, and interpret data.  
Respond to requests and inquiries from the general public.

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Prepare clear, accurate and concise tables, schedules, summaries and other materials in statistical and narrative form.  
Establish and maintain various data collection, record keeping, tracking, filing, and reporting systems. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.  
Manage multiple projects simultaneously.  
Plan and organize work to meet schedules and time lines.  
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.  
Operate and use modern office equipment including a computer and various software packages.  
Participate in planning, organizing, directing, coordinating, and evaluating assigned programs, projects, events, or technical area.  
Properly interpret and make recommendations in accordance with laws, regulations and policies.  
Identify and respond to community and organizational issues, concerns, and needs.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective professional working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:**

Equivalent of the completion of two years of college level course work in business administration or a related field is desirable. A Bachelor's degree is desirable.

**Experience:**

Two years of administrative and/or programmatic support experience. One year of research, administrative support, or analytical experience, preferably in public administration, is desirable.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

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Johnson & Associates