

## Administrative Intern

### Definition/Essential Functions

Under close supervision, performs a wide variety of administrative support work in the unit assigned in order to become familiar with the overall functions of the Department or Section.

### **Essential functions of the job include, but are not limited to, the following:**

Positions in this classification may perform the following essential functions depending on the Department or Section to which the incumbent is assigned:

Researches and studies organizational and administrative issues, such as budget analysis, and prepares comprehensive written reports.

Prepares renderings, charts, maps, diagrams and models for presentations from data gathered personally or by other staff, using specialized computer software, drafting or drawing techniques.

Conducts field investigations and surveys. Gathers data and contacts the public regarding matters such as planning ordinances and zone violations.

Assists in preparation, administration and grading of examinations. Assists with salary surveys and gathers classification information.

Assists in engineering drafting and layout work, calculates quantities and makes simple engineering computations.

Acts as survey technician and assists in surveying work for streets and utility systems.

Assists in maintenance of subsidiary ledgers and journals, posting, drawing up trial balances, preparing financial statements and cash receipt vouchers. Reviews Department or Section receipts.

May drive on City business.

Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.

Performs related duties as assigned or as the situation requires.

### Minimum Requirements

#### **Knowledge, Skills & Abilities**

##### **Knowledge of:**

Basic mathematical operations such as addition, subtraction, multiplication and division.

Basic concepts and principles pertaining to the specific field in which the assignment will take place.

##### **Knowledge of and skill in:**

Good customer service practices.

##### **Skill in:**

Effective oral and written communications, both on a one-on-one and a group basis.

Utilizing standard word processing and spreadsheet software.

##### **Ability to:**

Conduct effective research using internet and hard copy sources.

Establish smooth working relationships and resolve interpersonal conflicts.  
Gather and analyze data.  
Handle confidential information with discretion.  
Maintain a filing system.  
Present a courteous professional public image to the citizens of Glendale.  
Read, write and comprehend directions in English.

**Other Characteristics**

**Willingness to:**

Work overtime as requested.  
Assume responsibility for maintaining a safe working environment.

**Experience**

No specific requirement.

**Education/Training**

Must be a senior or graduate student in a college or university with specialization in a field related to a specific training position. Junior level in college is acceptable only if an individual at this level has exceptional qualifications in the specific field related to the division.

**License(s) / Certification(s)**

A valid California Class C driver's license may be required for some positions in this classification.

# Assistant to City Council

## Definition/Essential Functions

Under general supervision, this classification is responsible for providing a broad spectrum of administrative support to the City Council and other Management Services Department staff.

### **Essential functions of the job include, but are not limited to, the following:**

Provides general administrative assistance to the City Council.

Plans, schedules and organizes meetings for members of the City Council and other Management Services staff utilizing automated and manual systems.

Ensures that office mail is opened, sorted and distributed in a timely manner. Prepares materials for mailing. Compiles and copies information and distributes finished material by mail, e-mail, facsimile machine, or by inter-office delivery.

Provides exceptional customer service to internal and external customers; interacts with the public in person and/or over the telephone; receives visitors and calls for information requests and directs to the appropriate person or department, provides routine information, and records messages; processes appropriate correspondence accordingly.

Assists the front counter and reception areas of the Management Services Department; staffs the front counter when necessary.

Obtains agenda information, prepares, and distributes agendas, accurately captures and maintains record of minutes. Complies with meeting notice posting requirements.

Researches and prepares information, word processes letters, memos, reports, agendas, Council resolutions, proclamations, minutes, forms, lists or other written materials.

Maintains automated or manual tracking system and follow-up records to ensure timely and appropriate action. Maintains reference lists such as mailing lists, telephone numbers or employee records.

Drives on City business as necessary.

Ensures Department services are provided with the exceptional customer service and the highest level of ethical standards.

Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.

Performs other related duties as assigned or as the situation requires.

## Minimum Requirements

### **Knowledge, Skills & Abilities**

#### **Knowledge of:**

Applicable computer software programs, including Microsoft Office.

Basic mathematical operations such as addition, subtraction, multiplication and division.

City and Departmental policies and procedures.

Effective customer service practices.

English grammar usage, spelling, punctuation, and business vocabulary.

Public meeting notice posting requirements in compliance with the Brown Act.

Standard office procedures and practices.

**Knowledge of and Skill in:**

Exceptional customer service practices.

Microsoft Office programs.

**Skill in:**

Dealing effectively with persons of various social, cultural, economic and educational backgrounds, using tact and discretion.

Effective oral and written communications, both on a one-on-one and a group basis.

Interpersonal interactions with individuals at all levels.

Making independent judgments and decisions based on standard policy or procedure.

Organizing and prioritizing assignments.

Utilizing a variety of Microsoft Office software programs, including Outlook, Excel, and PowerPoint.

**Ability to:**

Develop and format information such as lists, tables, documents, correspondence, etc.

Develop necessary skills from on-the-job training and meet the standards of performance for the classification by the end of the probationary period.

Effectively communicate with the public regarding City and Department policies, procedures, and requirements.

Establish and maintain a filing system.

Establish and maintain smooth working relationships and effectively resolve interpersonal conflicts.

Foster a teamwork environment.

Handle confidential information with discretion.

Handle multiple projects/assignments simultaneously.

Maintain accuracy while performing a high volume of very detailed, repetitious work under strict deadline pressures.

Model and practice the highest standards of ethical conduct.

Organize work, set priorities and meet critical deadlines.

Prepare general correspondence and reports utilizing a variety of Microsoft Office software programs, including Outlook, Word, Excel, and PowerPoint.

Prepare spreadsheets, charts and graphs utilizing a computer and automated spreadsheet software.

Present a courteous, professional public image.

Provide exceptional customer service to those utilizing the Management Services Department.

Read, write, communicate effectively and comprehend directions in English.

Type accurately at 45 net words per minute.

Utilize electronic calendaring.

Work effectively without close supervision.

**Other Characteristics****Willingness to:**

Assume responsibility for maintaining a safe working environment.

Work overtime as requested.

Work the necessary hours and times to accomplish goals, objectives and required tasks.

Bilingual abilities spoken in the community is highly desirable.

**Experience**

Two years of recent moderately difficult secretarial experience is required. Experience working with elected and/or appointed public sector officials is highly desirable. Experience working in the public sector is highly desirable.

**Education/Training**

An Associate's Degree in Public Administration, Business Administration, or a related field is highly desirable.