



# City of Peoria

## Human Resources

### Job Description for Administrative Support Series

**Administrative Assistant I & Administrative Assistant II**

#### Title: Administrative Assistant I

**FLSA Status:** Non-Exempt subject to all Fair Labor Standards Act (FLSA) provisions.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from designated department leader  
Position has no responsibility for the direction or supervision of others.

**BRIEF DESCRIPTION:**

This is the first level in the administrative support series. Incumbents may handle sensitive and confidential matters at all levels in this series. This classification requires knowledge of basic clerical functions, computer skills, data and document processing and customer service principles. Based upon assignment, incumbents may be responsible for providing first line customer service, composing routine correspondence, filing, faxing, scanning, copying, distributing mail, monitoring and ordering office supplies, reviewing invoices, data entry and other duties as assigned. Other duties may include completing related tasks as assigned.

**ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Level I - Essential Functions
1	Provides first line customer service to internal and external customers, greets, receives, screens and refers visitors and customers and operates a multi-line telephone; assists customers at a public counter and/or by telephone; provides general information; responds to routine-to-moderately difficult inquiries, requests or complaints from customers and the public; refers complex inquiries, requests or complaints to appropriate staff.
2	Composes routine correspondence and proofreads/edits documents; updates and maintains spreadsheets, databases, and reports. Tracks and logs data for the department, division, and or employees. Assists with reviewing invoices, purchase orders and requests for payments.
3	Picks up, sorts, copies and distributes a variety of correspondence,

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	deliveries, and mail; opens, logs and routes office mail; stuffs, sorts and prepares outgoing mail and documents for pickup; retrieves, delivers and sends faxes.
4	Creates and maintains filing and record systems with a variety of subject matter to provide easy access to records and information. Provides retention of records as needed and/or requested, and assists with records requests as needed.
5	Maintains, monitors, and assists with supplies and inventories, which may include ordering, stocking, and distributing of supplies.
6	Makes appointments and maintains/coordinates calendars and meetings
7	May provide guidance to seasonal and part time staff in regards to scheduling and training as requested.

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## Title: Administrative Assistant II

**FLSA Status:** Non-Exempt subject to all Fair Labor Standards Act (FLSA) provisions.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from designated department leader  
Position has no responsibility for the direction or supervision of others.

**BRIEF DESCRIPTION:** This is the second level in the administrative support series. Incumbents may handle sensitive and confidential matters at all levels in this series. This class requires knowledge of clerical functions, computer skills, standard accounting functions, data and document processing, attention to detail, and customer service principles. Based upon assignment, incumbents may perform any/all the duties of an Administrative Assistant I and in addition, incumbents may be responsible for more complex customer service, data entry and correspondence, compiling and preparing reports and research, indexing records, and performing general accounting functions. Incumbents may act as a functional or technical lead to other administrative staff. Other duties may include completing related tasks as assigned.

**ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Level II - Essential Functions
1	Creates basic spreadsheets, reports, databases and presentations. Gathers and compiles data for reports. Interprets routine data, recognizes common irregularities and reports these to the supervisor. Verifies and audits to make sure data input in systems and databases is accurate and will review discrepancies as needed. Tracks the status of projects and documents in various databases, which may include tracking progress, expenses, contracts, warranties, invoices, purchase orders or requisitions.



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2	Provides administrative support by monitoring expenditures and routinely tracking department/ division/project budget(s). Assists with budget and fiscal activities by researching, auditing and obtaining data for budget development, running reports and queries of financial data, reconciliation of the budget, and monitoring expenditures.
3	Processes and reviews general financial, and/or purchasing functions and entries, which may include accounts payable, assisting with requisitions, service orders, invoices, purchase orders, check requests, pro-card reconciliations, maintaining and reconciling cash and deposits, and collecting money from customers.
4	Generates a variety of routine and non-routine documents, which may include reports, flyers and/or marketing materials, templates, surveys, letters, memos, notices, forms, agendas, Council communications, schedules, and/or other related materials. Assists in preparing and putting together manuals and other resource documents. Issues, receives and types various applications, reimbursements, permits and forms.
5	Assists with special assignments, projects, meetings, and/or events through coordination and administration. Provides administrative training to staff as needed.
6	Maintains and sorts files and records, which may include scanning and indexing city records into an electronic management system. Assists with records retention and destruction.

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### JOB REQUIREMENTS: For Administrative Assistant I and Administrative II

	Administrative I	Administrative II
Experience	1-2 years with doing comparable level 1 responsibilities. Moderate previous experience required in the same or similar previous positions. The job requires a good working knowledge of common and uncommon techniques, methods, practices, procedures, use of forms, routines, etc., of a moderate to complex nature.	2-4 years experience with doing comparable level 2 responsibilities. Considerable previous experience required in the same or similar previous positions. The job requires a sound knowledge of common and uncommon techniques, concepts, methods, practices, use of forms, routines, etc., of complex nature.
Education	High school graduation or equivalency.	High school graduation or equivalency.
Technical Skill	Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.	Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.
Physical Demands	Work requires light or low amount of physical exertion. The job requirements for manual dexterity or physical manipulation are limited. The need for physical stamina and endurance is of minimal or low significance. The degree of physical strain produced on the job is somewhat taxing, but does not usually produce fatigue and require periods of rest. Freedom of movement exists, and the job does not confine the employee to a prescribed body posture. Body movement usually involves sitting and intermittent walking.	Work requires light or low amount of physical exertion. The job requirements for manual dexterity or physical manipulation are limited. The need for physical stamina and endurance is of minimal or low significance. The degree of physical strain produced on the job is somewhat taxing, but does not usually produce fatigue and require periods of rest. Freedom of movement exists, and the job does not confine the employee to a prescribed body posture. Body movement usually involves sitting and intermittent walking.



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Contacts	<p>Contacts are necessary to perform the job as work involves internal and external contacts for the purpose of providing guidance, instruction or technical advice or for the purpose of explaining business matters by interpreting organizational policy. Improper handling would cause problems in relationships. Work involves occasional contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or an occasional requirement to communicate information that people do not want to hear or may find upsetting.</p>	<p>Contacts are necessary to perform the job as work involves internal and external contacts for the purpose of providing guidance, instruction or technical advice or for the purpose of explaining business matters by interpreting organizational policy. Improper handling would cause problems in relationships. Work involves occasional contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or an occasional requirement to communicate information that people do not want to hear or may find upsetting.</p>
Responsibility	<p>May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.</p>	<p>May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.</p>
Accountability	<p>Decision/action situations have a moderate impact on the organization. Errors are usually detected after the fact and may result in significant interruption and delay in work output and may have a moderate impact on resources within a department. Errors may have an impact on other departments and external relationships.</p>	<p>Decision/action situations have a moderate impact on the organization. Errors are usually detected after the fact and may result in significant interruption and delay in work output and may have a moderate impact on resources within a department. Errors may have an impact on other departments and external relationships.</p>
Environment	<p>No adverse environmental conditions, pleasant surroundings.</p>	<p>No adverse environmental conditions, pleasant surroundings.</p>
Safety	<p>Work involves few, if any; duties that if incorrectly performed could present a safety risk to others.</p>	<p>Work involves few, if any, duties that if incorrectly performed could present a safety risk to others.</p>
Reading	<p>Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.</p>	<p>Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.</p>

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Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certifications & Other Requirements	Depending on assignment full Police Department background check, including polygraph may be required.	Depending on assignment full Police Department backgrounds check, including polygraph may be required.

### PHYSICAL DEMANDS AND WORK ENVIRONMENT:

<b>Physical strength for this position is indicated below with "X"</b>					
The physical demands described here 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 functions.					
Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	X	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

<b>Work Environment for this position is indicated below with "X"</b>				
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.				
Office	X	Outdoors	Vehicle	Office and Field/
Office	X	Outdoors	Vehicle	Office and Field/



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			Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.	Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Computers, telephone, copier, scanner, fax machine, printers, calculator, smart phone and related software.

**PROTECTIVE EQUIPMENT REQUIRED:**

None required?