



Date: February 11, 2025

To: Honorable Mayor and Members of the City Council

From: Hedieh Khajavi, Human Resources Director

By: Civil Service Commission | CivilServiceCommission@TorranceCA.gov and  
Tina Ortiz, Principal Human Resources Analyst | TORTIZ@TorranceCA.Gov

Subject: Civil Service Commission and Human Resources – Approve Title Change and Revised Class Specification for Administrative Assistant. Expenditure: None.

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## RECOMMENDATION

Recommendation of the Civil Service Commission and Human Resources Director that City Council approve the title change and revised class specification for Administrative Assistant.

## FUNDING

None required.

## DISCUSSION

The Human Resource Director requested a review of the Office Assistant and Administrative Assistant class specifications to ensure that the classifications were meeting the operational needs of the departments. Upon completion of the review, it is recommended that the Office Assistant classification be incorporated into the Administrative Assistant classification. Merging the Office Assistant duties into the Administrative Assistant class specification will allow for one clerical classification with two levels, Administrative Assistant I and Administrative Assistant II. These revisions will give the departments flexibility to hire at either level and provide the opportunity to promote clerical staff from level I to level II based upon operational need. This revision also requires a title change to the Administrative Assistant classification to reflect the levels.

At their meeting on January 27, 2025, the Civil Service Commission approved the revised class specification for Administrative Assistant which is attached for your review and approval.

## ATTACHMENT

1. Civil Service Commission Item – January 27, 2025

Commission Meeting  
January 27, 2025

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, CA

Honorable Members:

**SUBJECT: APPROVE THE TITLE CHANGE AND REVISED CLASS SPECIFICATION  
FOR ADMINISTRATIVE ASSISTANT**

**RECOMMENDATION**

Recommendation of the Human Resources Director that your Honorable Body approve the title change and revised class specification for Administrative Assistant and forward it to the City Council for approval.

**BACKGROUND AND ANALYSIS**

The Human Resources Director requested the class specification for Administrative Assistant be reviewed to ensure it accurately reflects the needs of the City, as this classification is utilized through all City departments. Upon analysis of the two clerical classifications, Office Assistant and Administrative Assistant, it was determined that these two classifications could become one classification to allow the departments more flexibility in hiring. The recommendation upon completion of the analysis was to incorporate the Office Assistant classification into the Administrative Assistant classification to create one clerical classification. The revision will be two levels to the Administrative Assistant classification: Administrative Assistant I, which is the entry level classification, and Administrative Assistant II, which is the journey level classification. The two levels will allow a department to hire at either level, based on the operational need of the department. It will also give the department more flexibility and provide their clerical staff the opportunity to move from level I to level II based on the department's operational need.

In addition, a title change is required to reflect the two levels in the Administrative Assistant classification. There are also additional revisions to the essential duties and qualifications to reflect the current changes in terminology, technology, and systems used throughout the City at each level. The core competencies are also added to reflect the skills and abilities that are required to be successful at each of the levels.

Staff has met and conferred with representatives from Torrance Employees Clerical Association (TCEA) and concur with the recommendation before your Honorable Body.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Tina Ortiz  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

NOTED:

  
Brianne Cohen  
Civil Service Manager

Attachments: A) Title Change and Revised Class Specification Administrative Assistant  
B) Existing Class Specification Administrative Assistant and Office Assistant

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## **ADMINISTRATIVE ASSISTANT I ADMINISTRATIVE ASSISTANT II**

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### **DEFINITION**

Under immediate supervision, performs general clerical, customer service, office support required to support the ongoing operations of an assigned division or department, function, program and/or work unit; and performs other related duties as required.

~~Under general supervision, performs a variety of advanced clerical and routine administrative work of a general or specialized nature in support of the operations of an assigned division or departmental function; relieves division management and professional staff of clearly defined and delegated administrative or technical detail; provides information and assistance to other City staff and the general public regarding assigned programs, policies, and procedures serves as point of contact for the division coordinating communication, information, schedules and activities, may provide training and direction to less experienced office support staff; and performs other related duties as required.~~

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### **DISTINGUISHING CHARACTERISTICS**

The **Administrative Assistant I** is the entry level within the office and administrative support series. Incumbents perform a full range of minimal to moderately complex customer service, general clerical and/or office support duties that may require some knowledge of technical concepts and department-specific terminology within a framework of established policies and procedures. Assignments are given in general terms and are subject to periodic review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the classification of Administrative Assistant II in that incumbents in the latter classification perform more difficult and complex clerical and administrative support duties for the management, staff and operations of an assigned division; work assignments require a higher level of administrative and/or operational knowledge and experience and incumbents exercise a higher level of independent judgment and initiative.

The **Administrative Assistant II** is the journey level within the office and administrative support series. Incumbents perform difficult, responsible, and specialized office and administrative support duties requiring a thorough knowledge of departmental regulations, policies, and procedures within a framework of established policies and procedures. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, interacting with and handling complaints from customers, parties of interest, and the public, and in solving non-routine problems based on knowledge gained through experience.

Distinguished from the entry-level classification of ~~Office~~ **Administrative Assistant I** in that incumbents perform a variety of advanced clerical and administrative duties in support of the management and operations of an assigned division or departmental function; use a higher level of administrative and/or operations knowledge and experience to perform assigned duties; and exercise a higher level of independent judgment and initiative in the performance of duties and responsibilities.

Distinguished from the Senior Administrative Assistant in that incumbents in the senior-level classification provide routine, but complex administrative and clerical support to a department head or executive manager; and may supervise or provide lead direction to departmental clerical and/or administrative support staff.



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~~Receives general supervision from a Senior Administrative Assistant, Supervising Administrative Assistant or a designated manager; incumbents may provide training and/or direction to less experienced office support staff.~~

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**SUPERVISION EXERCISED/ RECEIVED:**

Receives general supervision from a Supervising Administrative Assistant, Senior Administrative Assistant or a designated manager. Incumbents have no responsibility for the supervision of others.

**Administrative Assistant II** may provide training and/or direction to less experienced office support staff.

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**ADMINISTRATIVE ASSISTANT I: EXAMPLES OF ESSENTIAL DUTIES**

*The following duties represent the principal job duties; however they may vary depending upon actual assignment and are not all-inclusive.*

- Answers phones and greets visitors; responds to general inquiries and/or complaints pertinent to City and/or departmental programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- Provides front counter assistance; screens office visitors, responds to requests for information, distributes appropriate forms and instructions and/or assists visitors in locating appropriate information and materials;
- Proofreads a variety of routine to moderately complex materials including correspondence, forms, memos and reports using a standard format, from verbal instruction, rough draft, dictation or other source documents using a personal computer; ~~or typewriter;~~
- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using ~~standard manual or~~ automated filing systems and databases;
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms specific to work assignment;
- Enters data from a variety of sources into departmental and/or City-wide databases; compiles and verifies data for accuracy and completeness; inputs corrections and updates; and generates reports as scheduled and/or requested;
- Opens, sorts, and distributes incoming and outgoing mail;
- Monitors requisitions and maintains inventory of forms and office supplies for assigned area; may monitor supplies budget to ensure adequate funds balance; and may submit requests for service to maintain office equipment;
- Performs other routine clerical tasks, including copying/scanning, collating, and appropriately distributing a variety of documents and scheduling and setting up meeting rooms and equipment;
- Operates a variety of office equipment, including a personal computer, ~~typewriter, calculator, telephone, copier, facsimile machine, and adding machine,~~ **and City systems;**
- Serves as backup to other clerical positions and assists others with a variety of support assignments or special projects on an as-needed basis.

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**Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered principal job duties:*

- Attends division and department meetings as required;
- Serves on various committees as appropriate;
- Upon request, may deliver documents and or packages on an urgent or as-needed basis to locations within the City limits;
- On an urgent basis, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;

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- May perform routine clerical accounting duties such as balancing and posting payments received, verifying and entering time and leave data, entering requisitions, reconciling invoices, and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit;
- May assist in updating and maintaining the web page on the City's public and intra-city websites for assigned programs or work units.

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## ADMINISTRATIVE ASSISTANT II: EXAMPLES OF ESSENTIAL DUTIES

*The following duties represent the principal job duties; however they may vary depending upon actual assignment and are not all-inclusive.*

- Types, Formats, edits, revises, proofreads and processes a variety of routine to moderately complex materials including correspondence, forms, memorandum, agenda items, reports, agreements, technical and statistical charts and tables and other specialized and/or technical materials from verbal instruction, rough draft or other source documents; may compose correspondence and other documents for signature from brief instruction;
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms specific to the operations of assigned work unit;
- Verifies and reviews materials, applications, records and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information;
- Answers phones and greets visitors; responds to general inquiries and/or complaints pertinent to City and/or departmental programs, facilities, services, **ordinances, enrollment requirements and business processes and procedures**, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- **Provides front counter assistance; screens office visitors, responds to requests for information, distributes appropriate forms and instructions and/or assists visitors in locating appropriate information and materials; responds to escalated customer questions and complaints over the phone or at a public counter;**
- Compiles and verifies data from a variety of sources for accuracy and completeness; enters data into departmental and/or City-wide databases; inputs corrections and updates to maintain computer-based tracking information; and generates reports as scheduled and/or requested;
- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using ~~standard manual or~~ automated filing systems and databases; **creates spreadsheets and tracks databases for purchase orders; ensures invoices are compliant with contracts; validates information with vendors; updates budget spreadsheets;**
- Performs a variety of general bookkeeping and clerical accounting duties for assigned work division such as balancing and posting payments received, verifying and entering time and leave data, preparing and entering purchase requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit; may serve as custodian for petty cash fund, account expenditures and develop and maintain account activity reports;
- Opens, sorts, and distributes incoming and outgoing mail;
- Ensures that all required supplies are available and that the facility and equipment are in proper working order. Monitors, requisitions and maintains inventory of forms and office supplies for assigned division or function; monitors supplies budget to ensure adequate funds balance; and submits requests for service to maintain facilities and/or office equipment;
- Maintains **and schedules** calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assigned; **contacts vendors and places orders for food, supplies, and audio-visual equipment; oversees other meeting logistics;**

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- Coordinates, makes, processes and confirms transportation and accommodation arrangements for division staff arrangements; checks and processes expense claims;
- Assists with the planning, coordination and implementation of special projects and events as assigned; may serve as primary point of contact to ensure successful coordination and implementation of project and/or event activities;
- Operates a variety of office equipment including a personal computer, typewriter, calculator, telephone, **and copier; facsimile machine, and adding machine. and City systems**
- Serves as back up to other support positions and assists others with a variety of support assignments or special projects on an as needed basis.

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### Examples of Other Duties

*The following duties represent duties that are generally performed by this position, but are not considered principal job duties:*

- Upon request, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;
- Attends division and department meetings as required;
- Serves on various committees as appropriate;
- Upon request, may deliver documents and or packages on an urgent or as needed basis to locations within the City limits;
- May coordinate the work of and provide training and technical direction to less experienced support staff;
- May assist in the preparation of the division budget and monitor budget expenditures in assigned accounts to ensure maintenance of an appropriate funds balances;
- May provide support to one or more commissions with responsibility to arrange and coordinate meetings, create meeting schedules for review and approval; post agendas, and schedules; attend, take, transcribe and properly distribute minutes and verbatim transcripts as requested;
- May provide front counter assistance; screen office visitors, respond to requests for information, distribute appropriate forms and instructions and/or assist visitors in locating appropriate information and materials;
- May update and maintain the division or department's web page on the City's public and intra-city websites.

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## QUALIFICATION GUIDELINES

### Knowledge of (Professional/Technical Expertise Competency):

- Standard office procedures and practices;
- **Customer service practices**, telephone etiquette, and principles of effective public relations;
- English usage, spelling, grammar, syntax and punctuation;
- Basic principles of business correspondence and report preparation;
- Standard filing and record-keeping methods;
- Operation of a personal computer and other standard office equipment **and business software and specialized database and spreadsheet applications;**
- **Basic bookkeeping and accounting practices and procedures;**
- **City rules, policies, and procedures applicable to budgeting, purchasing and travel/training and expense reporting;**
- **City personnel policies and labor contract provisions; operations and requirement of the city payroll system;**
- **City ordinances, codes, procedures, and practices regarding processing contracts and payments and other areas of assignment.**

- ~~Standard office procedures and practices;~~
- ~~Departmental policies, procedures, systems, programs and functions;~~
- ~~Telephone etiquette and principles of effective public relations;~~
- ~~English usage, spelling, grammar, syntax and punctuation and business math;~~
- ~~Principles and practices of business correspondence and report preparation;~~
- ~~Basic methods of budget preparation and financial record keeping;~~
- ~~Principles and practices of effective record keeping applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records;~~
- ~~Working knowledge of a personal computer, other standard office equipment and software applications used by assigned department;~~
- ~~City codes and ordinances, and administrative rules and regulations affecting departmental operations;~~
- ~~City and Department Mission including strategic goals and objectives;~~
- ~~General City operations.~~

### **Core Competencies:**

#### ***Administrative Assistant I***

**Oral Communication** – Engaging effectively in dialogue

**Writing** – Communicating effectively in writing

**Professional & Technical Expertise** – Applying technical subject matter to the job

**Adaptability** – Responding positively to change and modifying behavior as the situation requires

**Attention to Detail** – Focusing on the details of work content, work steps, and final work products

**Informing** – Proactively obtaining and sharing information

**Customer Focus** – Attending to the needs and expectations of customers

**Using Technology** – Working with electronic hardware and software applications

**Professional Impact** – Presenting self as a positive representative of the organization

**Cultural Proficiency** – Modeling communications and interactions that respect and include all individuals and their language, abilities, religions, and cultures

#### ***Administrative Assistant II***

**Fact Finding** – Obtaining facts and data pertaining to an issue or question

**Oral Communication** – Engaging effectively in dialogue

**Writing** – Communicating effectively in writing

**Professional & Technical Expertise** – Applying technical subject matter to the job

**Adaptability** – Responding positively to change and modifying behavior as the situation requires

**Attention to Detail** – Focusing on the details of work content, work steps, and final work products

**Action and Results Focus** – Initiating tasks and focusing on accomplishments

**Self-Management** – Showing personal organization, self-discipline, and dependability

**Informing** – Proactively obtaining and sharing information

**Customer Focus** – Attending to the needs and expectations of customers

**Using Technology** – Working with electronic hardware and software applications

**Professional Impact** – Presenting self as a positive representative of the organization

**Cultural Proficiency** – Modeling communications and interactions that respect and include all individuals and their language, abilities, religions, and cultures

#### **Ability to:**

- ~~Communicate tactfully and effectively in person and on the phone;~~
- ~~Understand and follow oral and written instructions;~~
- ~~Learn and effectively apply the policies and procedures of assigned work unit;~~

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- ~~Maintain attention to detail in a work environment of frequent interruptions;~~
- ~~Effectively operate a computer and other standard office equipment;~~
- ~~Accurately type a variety of documents from printed materials, rough draft and/or as dictated;~~
- ~~Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations;~~
- ~~Maintain accurate files and records;~~
- ~~Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;~~
- ~~Shift priorities as departmental workload demands require;~~
- ~~Exercise good judgment and confidentiality in maintaining critical and sensitive information;~~
- ~~Learn City codes and ordinances, and administrative rules and regulations affecting departmental operations;~~
- ~~Learn City and Department Mission including strategic goals and objectives;~~
- ~~Learn General City operations.~~
- ~~Use a computer, City software, and other office equipment accurately~~

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## LICENSE/CERTIFICATION REQUIRED

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

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## EDUCATION AND EXPERIENCE

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

### **Administrative Assistant I:**

Graduation from high school or **G.E.D.** equivalent and one (1) year of experience performing general clerical and customer service work requiring the use of a personal computer and other standard office equipment; specialized training in office skills and effective use of standard office software is highly desirable.

### **Administrative Assistant II:**

Graduation from high school or **G.E.D.** equivalent and three (3) years of experience performing general clerical and customer service work requiring the use of a personal computer and other standard office equipment; specialized training in office skills and effective use of standard office software is highly desirable.

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## SPECIAL REQUIREMENTS

### **Physical Requirements**

On a daily basis, the essential duties of this classification require the ability to sit for extended periods of time in front of a computer screen; to walk to provide customer service and perform other office duties; to reach for files and other lightweight objects; to hear and verbally exchange information with the public, staff and others on the phone and in the office; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to see sufficiently to perform assignments; and to effectively use a telephone, computer keyboard and other office equipment. Frequently, the essential duties of this classification require the ability to stoop and kneel; and occasionally, to climb stairs and to lift, carry push and pull objects weighing up to 15 pounds.

### **Work Environment**

Essential duties of this classification are primarily performed in a dynamic, controlled temperature office environment that may include frequent interruptions and/or a high level of public contact.

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### **CAREER LADDER INFORMATION**

**Based on operational need, exceptional performance evaluation rating, and** experience gained in the classification of Administrative Assistant I may serve to meet minimum qualifications for promotion to the Administrative Assistant II.

Experience gained in the classification of Administrative Assistant I/II may serve to meet minimum qualifications for promotion to Senior Administrative Assistant or Human Resources Technician.





# ADMINISTRATIVE ASSISTANT

Class Code:  
1133

Bargaining Unit: Torrance City  
Employees Association

CITY OF TORRANCE  
Revision Date: Apr 11, 2023

## SALARY RANGE

\$22.88 - \$28.56 Hourly  
\$3,965.87 - \$4,950.40 Monthly  
\$47,590.40 - \$59,404.80 Annually

## DEFINITION:

Under general supervision, performs a variety of advanced clerical and routine administrative work of a general or specialized nature in support of the operations of an assigned division or departmental function; relieves division management and professional staff of clearly defined and delegated administrative or technical detail; provides information and assistance to other City staff and the general public regarding assigned programs, policies, and procedures serves as point of contact for the division coordinating communication, information, schedules and activities, may provide training and direction to less experienced office support staff; and performs other related duties as required.

## DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Administrative Assistant is the journey level within the office and administrative support series. Incumbents perform difficult, responsible, and specialized office and administrative support duties requiring a thorough knowledge of departmental regulations, policies, and procedures within a framework of established policies and procedures. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, interacting with and handling complaints from customers, parties of interest, and the public, and in solving non-routine problems based on knowledge gained through experience.

Distinguished from the entry-level classification of Office Assistant in that incumbents perform a variety of advanced clerical and administrative duties in support of the management and operations of an assigned division or departmental function; use a higher level of administrative and/or operations knowledge and experience to perform assigned duties; and exercise a higher level of independent judgment and initiative in the performance of duties

charts and tables and other specialized and/or technical materials from verbal instruction, rough draft or other source documents; may compose correspondence and other documents for signature from brief instruction;

- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms specific to the operations of assigned work unit;
- Verifies and reviews materials, applications, records and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information;
- Answers phones and greets visitors; responds to general inquiries and/or complaints pertinent to division, departmental and/or City programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- Compiles and verifies data from a variety of sources for accuracy and completeness; enters data into departmental and/or City-wide databases; inputs corrections and updates to maintain computer-based tracking information; and generates reports as scheduled and/or requested;
- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using standard manual or automated filing systems and databases;
- Performs a variety of general bookkeeping and clerical accounting duties for assigned work division such as balancing and posting payments received, verifying and entering time and leave data, preparing and entering purchase requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit; may serve as custodian for petty cash fund, account expenditures and develop and maintain account activity reports;
- Opens, sorts, and distributes incoming and outgoing mail;
- Ensures that all required supplies are available and that the facility and equipment are in proper working order. Monitors, requisitions and maintains inventory of forms and office supplies for assigned division or function; monitors supplies budget to ensure adequate funds balance; and submits requests for service to maintain facilities and/or office equipment;
- Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assign;
- Coordinates, makes, processes and confirms transportation and accommodation arrangements for division staff arrangements; checks and processes expense claims;
- Assists with the planning, coordination and implementation of special projects and events as assigned; may serve as primary point of contact to ensure successful coordination and implementation of project and/or event activities;
- Effectively operates a variety of office equipment including a personal computer, typewriter, calculator, telephone, copier, facsimile machine, and adding machine;
- Serves as back up to other support positions and assists others with a variety of support assignments or special projects on an as needed basis.

### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered principal job duties:*

- Upon request, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;
- Attends division and department meetings as required.
- Serves on various committees as appropriate;



- Upon request, may deliver documents and or packages on an urgent or as needed basis to locations within the City limits;
- May coordinate the work of and provide training and technical direction to less experienced support staff;
- May assist in the preparation of the division budget and monitor budget expenditures in assigned accounts to ensure maintenance of an appropriate funds balances;
- May provide support to one or more commissions with responsibility to arrange and coordinate meetings, create meeting schedules for review and approval; post agendas, and schedules; attend, take, transcribe and properly distribute minutes and verbatim transcripts as requested;
- May provide front counter assistance; screen office visitors, respond to requests for information, distribute appropriate forms and instructions and/or assist visitors in locating appropriate information and materials;
- May update and maintain the division or department's web page on the City's public and intra-city websites.

## **QUALIFICATION GUIDELINES**

### **Education and Experience**

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

Graduation from high school or equivalent and three (3) years of increasingly responsible clerical and customer service experience. Specialized training in office skills and effective use of standard office software is highly desirable.

### **License and/or Certificates**

Possession of a valid California Class C Driver License and safe driving record may be required for assignment to some positions in the classification.

### **Knowledge of**

- Standard office procedures and practices;
- Departmental policies, procedures, systems, programs and functions;
- Telephone etiquette and principles of effective public relations;
- English usage, spelling, grammar, syntax and punctuation and business math;
- Principles and practices of business correspondence and report preparation;
- Basic methods of budget preparation and financial record keeping;
- Principles and practices of effective record keeping applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records;
- Working knowledge of a personal computer, other standard office equipment and software applications used by assigned department;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- City and Department Mission including strategic goals and objectives;
- General City operations.

### **Ability to**

- Communicate tactfully and effectively in person and on the phone;
- Understand and follow oral and written instructions;
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures and applicable federal, state, and local laws, codes and regulations;
- Maintain attention to detail in a work environment of frequent interruptions;

- Effectively operate a computer and other standard office equipment and use word processing, spreadsheet and database software applications;
- Accurately type a variety of documents from printed materials, rough draft and/or as dictated and independently prepare correspondence and memorandum from brief instructions;
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations;
- Establish and maintain a variety of specialized files and records;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Shift priorities as departmental workload demands require;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Work independently and follow through on assignments to ensure accuracy;
- Work under pressure to meet multiple and simultaneous deadlines.

## **SPECIAL REQUIREMENTS**

### **Physical Requirements**

On a daily basis, the essential duties of this classification require the ability to sit for extended periods of time in front of a computer screen; to walk to provide customer service and perform other office duties; to reach for files and other lightweight objects; to hear and verbally exchange information with the public, staff and others on the phone and in the office; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to see sufficiently to perform assignments; and to effectively use a telephone, computer keyboard and other office equipment. Frequently, the essential duties of this classification require the ability to stoop and kneel; and occasionally, to climb stairs and to lift, carry push and pull objects weighing up to 15 pounds.

### **Work Environment**

Essential duties of this classification are primarily performed in a dynamic controlled temperature office environment that may include frequent interruptions and/or a high level of public contact.

## **CAREER LADDER INFORMATION**

Experience gained in the classification of Administrative Assistant may serve to meet minimum qualifications for promotion to Senior Administrative Assistant or Human Resources Technician.

## **ESTABLISHED/REVISED DATE**

Revised Date: October 2014

Revised Date: April 2023

Dept. Review: January 2024

Dept. Review: September 2024



City of Torrance  
**OFFICE ASSISTANT**

<b>CLASS CODE</b>	1122	<b>SALARY</b>	\$18.73 - \$23.90 Hourly \$3,246.53 - \$4,142.67 Monthly \$38,958.40 - \$49,712.00 Annually
<b>BARGAINING UNIT</b>	Torrance City Employees Association	<b>REVISION DATE</b>	April 11, 2023

### DEFINITION

Under immediate supervision, performs general clerical, customer service, office support required to support the ongoing operations of an assigned function, program and/or work unit; and performs related duties as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED

The Office Assistant is the entry level within the office and administrative support series. Incumbents perform a full range of minimal to moderately complex customer service, general clerical and/or office support duties that may require some knowledge of technical concepts and department-specific terminology within a framework of established policies and procedures. Assignments are given in general terms and are subject to periodic review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the classification of Administrative Assistant in that incumbents in the latter classification perform more difficult and complex clerical and administrative support duties for the management, staff and operations of an assigned division; work assignments require a higher level of administrative and/or operational knowledge and experience and incumbents exercise a higher level of independent judgment and initiative.

Receives general supervision from a Supervising Administrative Assistant, Senior Administrative Assistant or a designated manager; incumbents have no responsibility for the supervision of others.

### EXAMPLES OF ESSENTIAL DUTIES

*The following duties represent the principal job duties; however they may vary depending upon actual assignment and are not all-inclusive.*

- Answers phones and greets visitors; responds to general inquiries and/or complaints pertinent to City and/or departmental programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- Provides front counter assistance; screens office visitors, responds to requests for information, distributes appropriate forms and instructions and/or assists visitors in locating appropriate information and materials;
- Types and proofreads a variety of routine to moderately complex materials including correspondence, forms, memos and reports using a standard format, from verbal instruction, rough draft, dictation or other source

documents using a personal computer or typewriter<sup>46</sup>

- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using standard manual or automated filing systems and databases;
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms specific to work assignment;
- Enters data from a variety of sources into departmental and/or City-wide databases; compiles and verifies data for accuracy and completeness; inputs corrections and updates; and generates reports as scheduled and/or requested;
- Opens, sorts, and distributes incoming and outgoing mail;
- Monitors, requisitions and maintains inventory of forms and office supplies for assigned area; may monitor supplies budget to ensure adequate funds balance; and may submit requests for service to maintain office equipment;
- Performs other routine clerical tasks including copying/scanning, collating and appropriately distributing a variety of documents and scheduling and setting up meeting rooms and equipment;
- Effectively operates a variety of office equipment including a personal computer, typewriter, calculator, telephone, copier, facsimile machine, and adding machine;
- Serves as back up to other clerical positions and assists others with a variety of support assignments or special projects on an as needed basis.

### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered principal job duties:*

- Attends division and department meetings as required;
- Serves on various committees as appropriate;
- Upon request, may deliver documents and or packages on an urgent or as needed basis to locations within the City limits;
- On an urgent basis, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;
- May perform routine clerical accounting duties such as balancing and posting payments received, verifying and entering time and leave data, entering requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit;
- May assist in updating and maintaining the web page on the City's public and intra-city websites for assigned program or work unit.

## **QUALIFICATION GUIDELINES**

### **Education and Experience**

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

Graduation from high school or equivalent and one (1) year of experience performing general clerical and customer service work requiring the use of a personal computer and other standard office equipment; specialized training in office skills and effective use of standard office software is highly desirable.

### **License and/or Certificates**

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

### **Knowledge of**

- Standard office procedures and practices;
- Telephone etiquette and principles of effective public relations;
- English usage, spelling, grammar, syntax and punctuation;
- Basic principles of business correspondence and report preparation;
- Standard filing and record keeping methods;
- Operation of a personal computer and other standard office equipment.

### **Ability to**

- Communicate tactfully and effectively in person and on the phone;
- Understand and follow oral and written instructions;
- Learn and effectively apply the policies and procedures of assigned work unit;
- Maintain attention to detail in a work environment of frequent interruptions;
- Effectively operate a computer and other standard office equipment;
- Accurately type a variety of documents from printed materials, rough draft and/or as dictated;
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations;
- Maintain accurate files and records;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Shift priorities as departmental workload demands require;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Learn City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- Learn City and Department Mission including strategic goals and objectives;
- Learn General City operations.

## **SPECIAL REQUIREMENTS**

### **Physical Requirements**

On a daily basis, the essential duties of this classification require the ability to sit for extended periods of time in front of a computer screen; to walk to provide customer service and perform other office duties; to reach for files and other lightweight objects; to hear and verbally exchange information with the public, staff and others on the phone and in the office; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to see sufficiently to perform assignments; and to effectively use a telephone, computer keyboard and other office equipment. Frequently, the essential duties of this classification require the ability to stoop and kneel; and occasionally, to climb stairs and to lift, carry push and pull objects weighing up to 15 pounds.

### **Work Environment**

Essential duties of this classification are primarily performed in a dynamic controlled temperature office environment that may include frequent interruptions and/or a high level of public contact.

Experience gained in the classification of Office Assistant may serve to meet minimum qualifications for promotion to the Administrative Assistant.

**ESTABLISHED/REVISED DATE**

Revised Date: October 2014

Revised Date: April 2023

Reviewed Date: February 2023