



RIVERSIDE COUNTY TRANSPORTATION COMMISSION

SENIOR ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of advanced administrative support duties of considerable complexity requiring thorough knowledge of RCTC, its procedures, and operational details; provides administrative, project, and program support to the department manager or supervisor, and other department staff, and relieves this position of administrative detail; composes and prepares correspondence using considerable judgment in content and style; serves as secretary to assigned committee(s) and provides administrative support for meetings; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned RCTC Manager. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the Administrative Assistant series. Incumbents at this level are capable of performing advanced and complex administrative and office support duties, including providing overall department office/administrative support coordination and assisting in special projects and programs. Responsibilities include performing specialized, confidential, and technical office support duties to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of RCTC programs, projects, and activities and the interpretation and application of policies, procedures, and regulations. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at this level requires a broader understanding of RCTC functions and the capability of relieving the assigned department manager or supervisor of day-to-day office administrative and coordinative duties.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides administrative support to a department manager or supervisor by assisting with duties of an advanced, complex, and sensitive nature.

- Manages the info@rctc.org Outlook mailbox. Reviews all incoming emails from the public and outside agencies, provides responses to questions/concerns and/or route emails to the appropriate staff for response. Works closely with management to determine the appropriate response, as necessary. Also maintains an Excel spreadsheet with contact log entries, noting the date received, contact information for the sender, and RCTC response.
- Composes, edits, and distributes the RCTC monthly newsletter. Formats and edits articles from the RCTC website and maintains the RCTC newsletter distribution list through RCTC's email marketing service. Adds and updates contact entries to the distribution list from various sources, including RCTC stakeholders, City Council members, and others.
- Coordinates the preparation of the agenda for the Citizens Advisory Committee meetings and Unmet Transit Needs hearings; reviews and proofs agenda items; prepares, posts, and distributes agenda packets; attends meetings and records and transcribes minutes; compiles and arranges materials for mailings.
- Reviews and reconciles the monthly Bechtel invoice for the RCTC Project Delivery Director and resolves discrepancies. Compares Bechtel purchases/expenses with receipts and justification documents for accuracy and resolves discrepancies with the Bechtel Project Controls Manager.
- Reviews the quarterly Fair Political Practices Commission Form 635 Lobbyist Report for accuracy and obtains the RCTC Executive Director's signature for filing with the California Secretary of State.
- Composes, types, formats, edits, and proofreads a variety of complex documents, including forms, memos, presentations, and correspondence for RCTC staff from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Maintains accounts for various RCTC subscriptions and memberships, including, but not limited to, online newspaper subscriptions and Chamber of Commerce memberships. Maintains a comprehensive database of various subscription and publication accounts with logins and passwords. Updates subscription information as needed and distributes to appropriate staff.
- Provides information to the public including contractors and vendors by phone or in person to ensure an understanding of RCTC policies and procedures; listens to questions and explains procedures according to existing guidelines; responds to public and staff inquiries and complaints; refers the visitors and guests to appropriate RCTC staff.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies RCTC policies and procedures in determining completeness of applications, records, and files; compiles procurement files for public records requests.
- Coordinates conferences, workshops, and other meetings for RCTC staff and Commissioners. Makes travel arrangements, distributes itineraries, and maintains privacy of sensitive personal information. Reviews staff calendars, schedules meetings, and prepares monthly expense reports.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line

telephones, and transcription equipment; may operate other department-specific equipment.

- Performs other special projects or duties as assigned.

QUALIFICATIONS

Knowledge of:

- Practices and methods of office management and administration, including the use of standard office equipment.
- Organization and function of public agencies.
- Computer applications related to the work, including word processing, database, spreadsheet, and financial software applications.
- Applicable federal, state, and local laws, codes, regulations, and policies, technical processes, and procedures related to the department to which assigned.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and RCTC staff, in person and over the telephone.
- General procurement policies and procedures.

Ability to:

- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and departmental policies and procedures.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of RCTC and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate, maintain, and troubleshoot modern office equipment, including telephone and computer equipment and specialized software application programs.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and five (5) years of varied administrative support experience involving the use of computerized information systems and office technology products.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a telephone switchboard and computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, other departmental representatives, transportation and government officials, business representatives, and the general public in explaining RCTC policies and requesting and providing information.

EFFECTIVE:

REVISED: October 03, 2019

FLSA: Non-Exempt

PAY RANGE: (25) \$5,037- \$6,800