



Job Description

Position Title:	Administrative Assistant, Education and Member Services
Classification:	Assistant
Salary Range:	Level 12
Department:	Education and Member Services
Employment Status:	At-Will
Position Reports To:	Director of Education and Member Services
Positions Supervised:	None
Judgment Exercised:	Normal
Overtime Status:	Non-Exempt

Position Summary

Provides a variety of clerical and administrative support for the Education and Member Services department; may be assigned more specialized administrative or clerical support duties related to the department. Performs other related duties as assigned. Incumbents may be assigned to one or more specialty areas.

Essential Duties and Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintains and edits conference content in assigned databases including information for speakers, moderators, contact information, bios and session titles/descriptions.
- Sends session proposal acceptance and rejection letters and follows up accordingly.
- Communicates with conference speakers and moderators and answer related questions; reminds appropriate parties of deadlines; sends speakers and moderators confirmations and follow-up correspondence; provides information such as session dates and times, conference, and hotel information; responds to requests for session and panel changes accordingly.
- Performs duties related to conference database set-up and maintenance.
- Uploads conference handouts to website.
- Contributes to writing history reports for conferences.
- Proofreads announcement copies as assigned; proofreads and updates scripts and session titles/descriptions as needed.
- Distributes requests and collects responses for event venue proposals.

General

- Coordinates flow of communications and information for the assigned department or program; greets office visitors; initiates and receives telephone calls to transmit information; responds to requests, complaints and questions from administrators, staff and the public; resolves issues and conflicts as necessary.
- Coordinates, schedules and attends a variety of meetings related to area of assignment and takes notes as needed; prepares and sends out notices of meetings; maintains assigned calendars; reserves facilities; collects and compiles information for meetings, projects and workshops; arranges meeting room set-up; coordinates food and beverage options for meetings as assigned.
- Prepares and maintains a variety of narrative and statistical records, reports and files related to programs, personnel, projects, correspondence, financial activity and assigned duties; processes and evaluates a variety of forms and applications related to assigned functions.
- Composes correspondence independently on a variety of matters; compiles and types various letters, forms, reports, agenda items, bulletins, statistical data, memoranda, lists, requisitions, specifications, and other materials as directed; prepares, formats, proofreads, edits, and revises written materials.
- Performs special projects and prepares various forms and reports on behalf of the assigned supervisor.
- Communicates with administrators, personnel, governmental agencies and outside organizations to exchange information, coordinate activities and resolve issues or concerns.
- Operates a variety of office equipment including a calculator, copier, computer and assigned software.
- Travels as assigned throughout State to provide on-site staffing to multi-day meetings.
- Performs other duties as required.

Job Qualifications

Knowledge/Skills:

- Correct English usage, spelling, grammar and punctuation.
- Modern office methods, procedures and equipment including filing systems, business correspondence and report writing.
- Organization, procedures and operating details of Cal Cities.
- Fundamental meeting planning, scheduling, calendaring, and conference call procedures.
- Principles and practices of general administrative office management.
- Proficiency with computer operation and assigned software, including intermediate word processing skills, spread sheet skills, and proficiency with assigned database operations.
- Data control procedures and data entry operations.
- Methods of collecting and organizing data and information.
- Arithmetic calculations.
- Communicate clearly and concisely with diverse audiences, both verbally and in writing.
- Manage conflicting demands on time and multiple tasks involving multiple co-workers; maintain and exhibit flexibility.
- Operate and maintain assigned office equipment and machines, including office automation equipment.
- Understand and follow both oral and written instructions.
- Proofread and edit typed materials accurately as required by position.

- Meet schedules and firm deadlines.
- Understand work unit and department goals and priorities in relationship to overall organizational goals and priorities.
- Work with outside vendors on a daily basis.
- Employs strategies and approaches to ensure and improve inclusion, diversity, and equity-based outcomes within the organization and across Cal Cities policies, programs, and services.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Sustain a positive, can-do attitude and commitment to customer service for both internal and external customers.
- Respond immediately to changes, demands and workload in a positive and pleasant manner.
- Be self-supervising and independently follow through on necessary tasks.
- Perform duties with professionalism, both individually and as a member of a team.
- Be flexible while performing multiple activities.
- Interpret and apply Cal Cities policies, procedures, guidelines, rules and regulations.
- Effectively communicate clearly and concisely with diverse audiences, both verbally and in writing.
- Represent Cal Cities to city officials as required.
- Travel as needed to perform duties and advance organization goals and objectives.

Experience and Training

High school diploma or equivalent GED. Two (2) years of increasingly responsible secretarial or administrative assistant experience.

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching and light lifting. Regular and consistent in-person interact and continuous talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform some essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Infrequent automobile and airline travel required in normal course of job performance.

Equipment Used

Computer, keyboard, mouse	Copier
Telephone	Smart Phone
Automobile	Current office applications