

**STAFF ASSISTANT**

**DEFINITION**

Under supervision, performs a variety of administrative support and community contact duties in various program areas; coordinates special events; and conducts special studies.

**SUPERVISION RECEIVED/EXERCISED**

This classification receives supervision from a manager or designee. Exercises no supervision.

**DISTINGUISHING CHARACTERISTICS**

Staff Assistant is a class assigned to assist and support in various City departments. Depending upon assignment, responsibilities may include: assisting and supporting in program development and operation: budgeting, finance, personnel, processing statistical information and operational data, and/or public and media relations. This class differs from the Management Analyst series in that incumbents of the latter perform higher level and more complex administrative and analytical assignments in general administration, personnel administration, and/or budget development, administration and analysis.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

May include, but not limited to, the following:

Assists in research in response to complaints and investigative processes.

Collects and compiles data, conducts surveys, prepares reports on operational, administrative, fiscal and personnel activities.

Assists in implementing and maintaining divisional or departmental programs.

Assists with divisional, departmental, or project specific budgets and financial information.

Reviews reports and abstracts technical data.

Contacts citizens, and works with the public to determine desired services.

Works with governmental and other agencies to secure services for City residents.

Develops and coordinates special events to enhance community awareness of City services and informs City residents of public and private services available.

Attends meetings and answers routine correspondence.

Assists with various personnel functions.

Assists in implementing and maintaining training and development programs.

Maintains various records and files.

Works with management, outside consultants, and stakeholders to implement promotional activities.

Performs related duties as required.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Basic principles and practices in assigned area of responsibility.

Local government structure and procedures.

Various research methods and techniques.

Customer service principles and practices.

Record keeping principles and practices.

#### **Skills to:**

Operate office equipment, a computer and a variety of word processing and software applications.

Effectively utilize modern social media applications.

#### **Ability to:**

Write clear and concise reports.

Organize and implement special events.

Work effectively with the public, both in groups and/or as individuals.

Establish and maintain positive working relationships with city management and staff, community organizations, and the public.

Learn and understand accounting and finance processes and proper application.

Learn and understand general human resources functions as they apply to The City of Fresno.

Create and maintain a variety of records and logs.

Perform mathematical calculations.

**MINIMUM QUALIFICATIONS**

**Education:**

High school diploma or GED and Completion of thirty semester units of accredited college or university course work in public administration, political science, business administration, mass communications, accounting or a closely related field

**AND**

**Experience:**


One year of administrative support experience which emphasized budgetary review and control, personnel management, office management, or public and community relations.

**Substitution:**

One additional year of qualifying experience may be substituted for the required college education.

**NECESSARY SPECIAL REQUIREMENTS**

Possession of a valid California Driver's License is required at time of appointment.

APPROVED:   
Director of Personnel Services

DATE: 4/24/15

MR/LC/km/06/19/92

SPEC1

Revised:TJM:SCM:wgm:4/21/15