DESCRIPTION:
SUMMARY: Under general direction, performs a variety of increasingly responsible administrative, technical support, and customer service duties.

ESSENTIAL FUNCTIONS:
ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:

- Perform administrative and technical support functions requiring understanding of local government operations, and City services.
- Maintain confidentiality and perform duties with discretion and within scope of authority; duties may vary according to job assignment and work skills.
- Assist in organizing and coordinating complex work assignments to relieve management and staff of administrative details; apply judgment to resolve problems, analyze data, and make decisions; track operational and administrative issues, and assure the effective communication of operational information.
- Perform experienced clerical, technical, and administrative duties, program activities, manage calendars, coordinate activities, data management, record keeping, payroll, accounting, and research.
- Maintain and update a variety of computer databases and files; enter, edit, and retrieve data, prepare reports; review and process invoices, requisitions, and government documents.
- Process a variety of administrative forms, maintain and update City records and information tracking systems; prepare correspondence, reports, accounting records, and administrative documents.
- Maintain personnel and payroll files; research files and computer databases; assure all administrative actions comply with City policy, procedures, and guidelines.
- Purchase and distribute supplies, manage inventory; work with vendors, verify deliveries and services, resolve customer service and technical issues.
- Provide informed and confidential technical assistance to customers and others having business with the City; assist customers with requests, applications, and other documents; retrieve and release information according to City procedures.
- Explain City rules, policies, and procedures.
- Attend staff meetings.
• Arrange and schedule appointments and meetings; screen visitors and phone callers; resolve issues and complaints as appropriate.
• Support the relationship between the City of Monterey and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff.
• Maintain confidentiality of work-related issues and City information.
• Perform other job-related duties within the scope of this job classification as assigned.

**TYPICAL QUALIFICATIONS:**

**MINIMUM QUALIFICATIONS:**

*Education:* Completion of high school or GED equivalent.

*Experience:* Two (2) years of progressively responsible clerical experience.

An equivalent combination of education and experience may be considered.