

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

TITLE: STAFF AIDE I (794)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Citywide</u>	<u>Varies</u>	<u>Non-Exempt</u>

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Completion of 30 semester units of college or university work in the areas of Business Administration, Public Administration, or a related field; and
- One year of progressively responsible investigation, coordination or technical report writing experience; or
- Two years of advanced administrative experience including frequent public contact.

~~Possible~~ Acceptable Substitutions:

- Additional qualifying experience may be substituted on a basis of one year of experience equals 30 semester units of the required education.

Desirable Qualifications:

- Experience working with Windows based word processing, spreadsheet, database and/or desktop publishing is desirable.

LICENSES AND/OR CERTIFICATES

- Possession of a valid California Class C driver's license is required at time of appointment
- ~~Typing certificate indicating no less than 25 net words per minute.~~

DISTINGUISHING CHARACTERISTICS

This is a bridge classification between positions in the clerical series and positions in the paraprofessional series that combines advanced clerical skills with frequent use of judgment and interpretive ability related to research, data collection, analysis, report writing and follow-up.

TYPICAL DUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under supervision:

- Gathers information required; performs analysis of data collected and assists in the preparation of clear, comprehensive and accurate reports
- Assists in the investigation, analysis and resolution of citizen's complaints and service related issues
- Assists with or takes responsibility for special projects
- Assists with analysis of research papers and technical materials
- Prepares correspondence using good grammar, spelling and vocabulary; performs difficult

STAFF AIDE I (continued)

- clerical work using electronic word processing and other current programs
- Uses specialized computer based programs to prepare newsletters, transparencies and other presentation graphics and trains other employees to use those programs
- Assists in the planning, preparation and presentation of material on various subjects
- Takes responsibility for the collection of materials, formatting and final preparation of newsletters and other informative materials for dissemination to the public and other employees
- Applies methods of problem-solving
- Works under pressure of meeting deadlines
- Receives and replies to oral and written requests for information of a specialized or confidential nature requiring the use of discretion and judgment
- Uses appropriate formats in the development of reports
- Uses good time management skills
- Proofreads written materials
- Establishes and maintains cooperative relationships with co-workers, other departments, agencies and the public
- Attends and provides administrative support for committee and staff meetings
- May coordinate projects or special events sponsored by the City
- Develops survey tools
- Makes inquiries and obtains information and documents in relation to research projects
- Tabulates statistical data; performs mathematical calculations;
- Performs related work as assigned

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Principles of report writing
- Basic statistical methods
- Principles and practices of local governmental services and administration
- Office safety practices, procedures, and standards

Ability to:

- Deal effectively and tactfully with the public and fellow employees
- Speak logically and clearly
- Follow oral and written assignments
- Compile and verify statistical, financial and other data
- Prepare and present clear and concise statistical and narrative reports
- Perform difficult clerical work using electronic word processing equipment
- Operate software programs including: Word, Excel, PowerPoint, Publisher, Access and Outlook
- Use correct punctuation, spelling, grammar and vocabulary in the English language
- Establish and maintain effective working relationships with those contacted in the course of work
- Deal tactfully and courteously with others
- Work in a team-based environment and achieve common goals
- Plan and organize work

STAFF AIDE I (continued)

- Exercise independent judgment and initiative with minimal supervision
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Interpret and apply specific laws, ordinances and regulations, instructions, rules and procedures
- Learn computer applications and systems as needed
- Train other employees, as required
- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties
- ~~Type accurately at a speed of at least 25 net words per minute~~

SUPERVISION RECEIVED

Works under the supervision of the department head or other personnel as assigned.

SUPERVISION EXERCISED

May assist in the training or supervision of subordinate personnel as assigned.

OTHER REQUIREMENTS

- As a condition of employment, incumbents will be required to be fingerprinted
- Must be able to perform all of the essential functions of the job assignment

CLASSIFICATION HISTORY

Rev. 05/13; Rev. 11/19

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