



NCTPA Title: **ADMINISTRATIVE ASSISTANT OR TECHNICIAN (Office Coordinator)**
FLSA: Non- Exempt
Salary Range:
Last Amended: 09/08/2014

JOB DESCRIPTION

Under general supervision, performs technical and clerical administrative duties for the Napa County Transportation and Planning Agency (NCTPA) and the Napa Valley Transportation Authority (NVTA); prepares and distributes committee agenda packets, public information materials; tracks and maintains data and information in manual and automated systems, and prepares status reports; coordinates administrative programs and projects as assigned; and performs other related duties.

The NCTPA is a joint powers organization consisting of County of Napa, the cities of American Canyon, Napa, St. Helena, Calistoga, and the Town of Yountville who are jointly engaged in the coordination of transportation planning, programs and systems.

CLASS CHARACTERISTICS

Under general supervision, an Administrative Assistant or Technician performs a wide variety of administrative support duties. Work requires that an incumbent have knowledge of administrative practices and procedures. Incumbent in this position must be a highly motivated, self-starter individual who is flexible and detailed oriented.

SUPERVISION RECEIVED AND EXERCISED

General supervision is received from the NCTPA Program Manager-Administration, Human Resources, Civil Rights, and Board Secretary.

ESSENTIAL FUNCTIONS

Duties may include, but are not limited to, the following:

1. Provides a variety of administrative clerical support to departmental staff; and backup support to the Board Secretary, as well as, general office support.
2. Acts as receptionist, receives and screens visitors, telephone calls, takes and relays inquiries and messages, evaluates informational needs of callers, and directs to appropriate staff or other agencies; directs visitors to appropriate areas for scheduled appointments or meetings.
3. Receives, prioritizes and distributes mail and other communications, including faxes, documents, pamphlets, and circulars to staff and others requiring access to such information.

4. Responds to routine requests for information; interprets and responds to outside inquiries.
5. Coordinates and makes travel arrangements; maintains appointment schedules and calendars; schedules meetings and arranges conferences.
6. Coordinates and setup of meetings, schedules rooms, notifies participants, arranges for refreshments as appropriate; preforms meeting room set-up and break-down duties for agency meetings and public events.
7. Assists in the support of board or committee meetings; helps prepare agendas, assemble materials, and records and transcribe meeting minutes; may attend meetings, task forces and other public forums to provide support as requested.
8. Coordinates Soscol Gateway Transit Center facility and landscaping maintenance.
9. Orders and purchases office supplies and materials as requested.
10. Coordinates and distributes press releases for the agency; proofreads meeting notices, Requests for Proposals, Requests for Quotes, and similar project solicitations and documents for posting on the NCTPA website, as well as in various newspapers, other media, and physical locations.
11. Receives and processes transit pass sales orders; maintains and tracks pass sales inventory.
12. Plans and coordinates special events; works with NCTPA member agencies to staff events as appropriate; gathers printed materials; sets up and breaks down booths and tables.
13. Performs basic technical administrative research; composes routine correspondence; may prepare routine manual or automated reports.
14. Establishes and maintains current information referral system including contacts, schedules, mailing lists, databases in Excel and Access for committees and projects.
15. Receives direct supervision from management or supervisory positions and functional and technical supervision from administrative/planning staff; exercises no supervision.
16. May perform special projects.
17. Performs related duties as assigned

QUALIFICATIONS GUIDELINES

To qualify for this position, an individual must possess a combination of experience, education, and/or training that would likely produce the knowledge and abilities required to perform the work. A desirable combination of qualifications is described as follows:

Education: Minimum of high school diploma or equivalent. Desirable education equivalent to 60 semester (or equivalent quarter) units from an accredited college or university.

Experience: One year of responsible general office administrative experience in a public sector agency desirable. Additional experience may be substituted for the required education on a year-for-year basis.

REQUIRED KNOWLEDGE AND ABILITIES

Knowledge of:

- Modern office procedures, practices, and equipment, including computers and applicable software (experience with MS Office desirable).
- The principles and practices of customer relations in a public agency setting.
- Methods of preparing documents for publication.
- Methods of compiling, computing and presenting statistical and narrative information.
- Record-keeping principles and techniques, including filing systems and procedures.
- Basic organizational structures of public agencies including the role of an elected Board, volunteer committees and commission members.
- Basic mathematics; spelling, punctuation and grammar.
- Principles and techniques of effective oral and written communications.

Ability to:

- Prioritize and perform multiple tasks simultaneously while under tight deadlines.
- Organize own work, coordinating multiple work programs/projects and meeting critical deadlines.
- Read, understand and apply written regulations and other job-related materials.
- Understand and follow instructions.
- Review information for accuracy and procedural conformance.
- Maintain confidentiality of information.
- Make decisions exercising moderate independent judgment with a high level of integrity.
- Perform tasks in compliance with policies and procedures.
- Recommend solutions to technical administrative problems.
- Communicate effectively both orally and in writing.

- Establish and maintain cooperative working relationships with staff, other agencies, the private sector, and the public.
- Supervise subordinate staff if assigned.
- Operate a personal computer with word processing, spreadsheet, and database programs.
- Lift up to 20 pounds.

Desired but not required qualifications

Ability to speak read and write Spanish fluently

REQUIRED LICENSES OR CERTIFICATES:

Possession of a valid California driver's license is required.