

ADMINISTRATIVE ASSISTANT

Salary Range: \$34,084 - \$52,831

General Statement of Duties

Performs a variety of complex administrative, administrative support and office management duties requiring a comprehensive understanding of the department's mission, rules, regulations, goals and services.

Distinguishing Features of the Class

An employee in this class assists a department or management official in carrying out a program's administrative activities by performing a variety of administrative and technical functions and is independently responsible for some program activities. The employee performs public contact and administrative office management duties to relieve the manager of operational detail. Work includes composing reports and correspondence; screening and independently handling a variety of inquiries by telephone and in person; setting up and attending meetings; coordinating functions or activities and maintaining a variety of records and files. The employee is responsible for interpreting, applying, and explaining program policies and procedures. Work is characterized by its variety and complexity and requires considerable analytical ability and organizational knowledge of applicable policies, procedures, and programs. The employee must exercise considerable independent judgment, discretion, and initiative in completing assignments and in handling difficult public contact situations requiring considerable tact. Work is performed under limited supervision and is evaluated for proper application of policies and procedures and for quality and completeness of reports and recommendations.

Duties and Responsibilities

Essential Duties and Tasks

Plans and organizes the administrative work flow of the office to accomplish needs; identifies and develops data bases, spreadsheets and other records management systems; creates files, notebooks, forms and correspondence based on limited instructions; edits data bases and spreadsheets for custom applications; prepares charts and graphs using spreadsheet and/or presentation software; reviews work for compliance with instructions, proofreads final product.

Drafts and composes correspondence and prepares a variety of scheduled and special reports for senior management and various government agencies; reviews and verifies records and reports for correct information; identifies potential inconsistencies and resolves discrepancies; researches files, activity reports and other information; compiles data and statistics and prepares reports; creates or updates policy and procedures manuals.

Provides customer service requiring considerable knowledge of the department's services, regulations and procedures; answers a variety of questions based on program and technical knowledge; selects appropriate materials to answer questions; explains rationale of answer and often resolves problems or complaints without management's assistance.

Identifies budgetary needs for the department; creates or edits spreadsheets and forms; compiles information for the budget document and prepares a draft budget for management review; maintains spreadsheets tracking budget expenditures by line item and by program area; processes department revenue generated from user fees, program fees, etc.; matches receipts to monthly statement; prepares reports and reconciliations.

Processes payroll for the department; verifies timesheets and leave records are accurate and maintains the department's personnel records and files; prepares and/or types confidential personnel reports, evaluations and disciplinary actions.

Independently administers one or more programs or major program components requiring both strong administrative skills and technical knowledge; ensures compliance with policies and regulations; monitors activities; maintains data and statistics, prepares and maintains records and prepares reports on activities.

Handles confidential or sensitive technical information in an appropriate manner.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of modern office practices and procedures including automated office systems such as word processing, data base management, spreadsheet design and usage, specialized technology applications, website documents and other related resources.

Thorough knowledge of assigned department, its functions, policies, procedures, practices, and related laws and operations.

Considerable knowledge of County ordinances, procedures and practices related to area of assignment and of the organization's administrative, financial, personnel and purchasing procedures.

Skill in the use of information technology equipment and associated software products such as word processing, spreadsheets and data bases used in area of work assignment including the development of forms, form letters, tables, spreadsheets, data bases, etc. to compile records and generate reports.

Skill in communicating effectively and in conducting the department's business in person and by telephone and in customer service problem-solving and conflict resolution.

Ability to plan and organize administrative support and technical activities and tasks.

Ability to handle multiple priorities utilizing sound judgment and based on knowledge of departmental issues and needs.

Ability to do research and gather and compile materials from a variety of sources.

Ability to arrange and place data, statistics, records, reports and files into a proper sequence and develop hardcopy and electronic systems for retrieval and storage of departmental records.

Ability to establish and maintain effective working relationships with the supervisor, coworkers, County officials, customers and the general public.

Ability to work independently on responsible administrative support, technical and programmatic tasks, some of which may be confidential or sensitive.

Ability to be tactful and courteous while being persuasive and confident on County business.

Ability to complete assigned tasks based on general or limited instructions.

Physical Requirements

Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics, operate a computer terminal, proof read materials, and do extensive reading.

Desirable Education and Experience

Graduation from a two-year business school with course work in office technology and considerable office management experience at an advanced journey level, preferably in the assigned program area or an equivalent combination of training and experience.