

Administrative Support

Job Code	Job Title	Pay Grade
1071K2	Administrative Assistant	17
1072K2	Senior Administrative Assistant	19
1073K2	Administrative Specialist	20
1074K2	Senior Administrative Specialist	21
4268K1	Administrative Officer	23

CONCEPT:

Performing clerical and administrative support functions in an office.

- Administrative Assistants (Administrative Assistants, and Senior Administrative Assistants)
- Administrative Specialist (Administrative Specialist and Senior Administrative Specialist)
- Administrative Officers (Administrative Officers)

ADMINISTRATIVE ASSISTANT GROUP

Performs office support duties of a clerical or secretarial nature. Duties may be comprised of general office duties along with some specialized duties. Incumbents in these positions sometimes but rarely report to the high-level managerial positions.

TASKS:

- Answer, screen and route phone calls, may include multi-line phone systems. Greet and direct customers.
- Sort, file, retrieve and purge office records and library materials in alphabetical, numerical and subject filing systems.
- Receive, sort, and distribute incoming mail and prepare outgoing mail. Including weighing, stamping and sorting materials.
- Receive and secure money received and complete transaction forms.
- Prepare common office forms and reports.
- Verify accuracy of data by performing comparisons between source and end-use data.
- Provides basic factual information to customers by phone or face to face or by routine correspondence.
- Type forms or correspondence given to them in draft form. Enter and retrieve data from an information database.
- Schedules appointments and meetings and makes travel arrangements.
- Maintain stock of supplies and forms and issue the supplies to staff members
- Calculate receipts, prepare bank deposits and post invoices or vouchers
- Verify documents for accuracy and completeness.
- Enters and manipulates data and information by creating simple word processing templates, form letters, database tables, and spreadsheets. May maintain web pages.
- Compose routine correspondence requiring application of subject matter knowledge
- Enters data in a high production environment.
- Proofreads for proper coding, classification, mathematical accuracy and compliance with procedures.
- Screen documents to determine eligibility, authenticity or identify.
- Performs limited legal research.
- Reviews and screen documents and records to determine eligibility, completeness and admissibility in accordance with regulations.

Administrative Assistant: Work is structured and the steps to complete a process is usually straightforward and routine. Work usually involves typing or keyboarding. Some of the duties at this level include: answering and routing calls, opening and sorting mail, verifying data for accuracy and completeness, proofreading for proper coding, preparing and entering data and information from source documents, rough draft or general instructions into routine forms, correspondence, or statistical reports, maintaining stock and supplies, calculating receipts and preparing bank deposits.

Minimum Requirements: Six months of experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency.

Senior Administrative Assistant: Work involves a variety of complex office support duties of a clerical or secretarial nature that requires some thought process. Usually involves several steps to complete analysis of data to identify facts and to complete the required action. Decisions are made based upon well-defined rules, regulations, methods and procedures with very little deviation although they may have limited interpretation when applying procedural guidelines. Some of the duties at this level include: providing basic, factual information to customers, proofing and finalizing correspondence and reports, compiling and entering data and retrieving data from records from an informational database, processing applications for licensing requirements, recording time and leave entries and basic bookkeeping duties.

Minimum Requirements: One year of experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

ADMINISTRATIVE SPECIALISTS GROUP

This class differs from the Administrative Assistant category in that this level has more complex responsibilities because of the depth of knowledge that these positions must possess for analysis, judgment and interpretation that is needed to perform the duties. The Administrative Specialist category may have specialization or knowledge in a specific subject matter.

TASKS:

- Provides high level administrative support by composing office correspondence or reports, proofs and edits any correspondence. Prepares documents requiring use of advanced software features that includes integration of spreadsheets, macros, queries, charts, graphics, tables and multiple databases.
- Plan, coordinate and arrange meetings with multiple agencies, or individuals. Makes travel and lodging arrangements.
- Design and assist with newsletters, publications, and reports for distribution to public officials and/or general public.
- Create presentations; prepare and publish documents for web sites and maintain existing web site pages. Uses internet for researching information
- Provide input to the design of databases and retrieval of data in order to generate reports from databases. May also implement modifications, run systems tests and enter the most complex sets of data.
- Researches and evaluates special projects involving independently collection and compiling information from a variety of sources, analyzing the results and preparing final recommendations to an administrator.
- Participates in interviewing, selecting, coordinating and evaluating employees.
- Researches routine legal assignments; prepares evidence as requested by attorneys.
- Reviews purchases orders, vouchers, bills and forms to approve merchandise and/or reimbursements or to make payment for goods and services
- Coordinate maintenance of office equipment.
- Oversees the stock of office supplies, equipment and forms. Orders and purchases supplies and equipment. Handles inventory for the office
- Perform basic bookkeeping duties as preparing billings and vouchers, classifying and recording transactions, identifying and resolving discrepancies, reconciling numbers and preparing transaction reports.
- Prepares personnel transactions and maintains records of personnel actions.
- Develop or establishes records, filing or registration system for internal systems

- Coordinate unique projects and special events which includes setting up conference rooms, securing resources and training materials.
- Involves application of knowledge regarding rules, regulations, policies and procedures to carry out complex administrative office support duties. May analyze data from multiple sources to identify facts and take required action.
- Provide lead work guidance to coworkers in the work unit.
- Compose and prepare correspondence of a sensitive nature.

Administrative Specialist: Work involves completing several steps and processes and analyzing multiple sources of data to identify facts and take required actions. Work is normally performed under general supervision. The duties and tasks can vary greatly on a day to day basis with decisions having a higher degree of impact than Senior Administrative Assistants. Some of the duties at this level include: Communicating verbally or in writing to the public on a specific process or procedure, designing or creating newsletters, publications or reports for distribution to public officials or the general public. Preparing visual presentations, researching information to be used in reports, creating or designing documents using advanced software using charts, graphics, and tables and develop or manage a project or program that has a major impact on functions within the organization and requires extensive research and development.

Minimum Requirements: Two years of experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

Senior Administrative Specialist: Involves more complexity and accountability than the Administrative Specialist. Sometimes this level may have specialization in program areas and has more authority for making decisions without prior approval for the design and implementation of administrative operations to accomplish the work unit's responsibility. Some of the duties at this level include: assisting with gathering budget and accounting data for budget development, administrative responsibility for several major programs requiring specific technical knowledge, assisting with the selection process to fill office support positions, assign work activities to other support staff and provide input to performance evaluations, perform research, prepare analysis and make initial evaluations and recommendation for improvement to administrative procedures, and develop and prepare meeting agendas for managers, boards, commission and committee members.

Minimum Requirements: Three years of experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

ADMINISTRATIVE OFFICER

Highest level of administrative office support.

TASKS:

- Performs a variety of office administrative tasks independently in relieving an administrative superior of important details.
- Relay and explain policy or programs decisions to general public, other agencies, public officials.
- Investigates user complaints that are not of a routine nature.
- Compose correspondence and draft press releases, reports and articles for publication.
- Assists with the input in the budget development process. Gather and analyze historical budget data, determine revenue/expenditure trends and prepare initial budget projects based on data analysis.
- Prepare accounting functions such as preparing statements and reports, researching and resolving discrepancies, maintain ledgers and journals, reconcile statements with transactions and record. Performs office management duties; oversees the maintenance of personnel and fiscal records. Manages grant proposals and submissions. Prepares financial reports, reviews purchases, vouchers and other financial documents. Interprets statutes, regulations, policies and procedures and communicates the interpretation to the general public and high level officials, such as judges, attorneys and law enforcement personnel.
- Reviews and recommends technological and procedural changes to ensure compliance with policy and improve work processes.
- Advises other department heads and executes administrative policies at the direction of the executive.

- Represents the agency by planning, coordinating and/or participating in meetings, seminars, workshops, conferences, and in-service training sessions or related activities in the agency executive's absence.
- Completes technical tasks in human resource area(s) such as EEO, new employee orientation, position management, recruitment, and/or benefits.
- Prepares correspondence for executive review and signature.

Administrative Officer: Individuals at this level normally have gained a thorough knowledge of the organization structure, and the objectives in order to provide service in the most efficient manner. These positions usually report to the highest level executive/administrator within an agency. An employee in this class is responsible for liaison and public relations assignments which include contact with the public, officials and top-level management.

Minimum Requirements: Four years of experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency

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