

ADMINISTRATIVE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This position provides general or specialized administrative support services to a high level administrator, such as a division head, department head, or dean, or may be responsible for the coordination of a major program function, such as contract administration. Duties vary widely from one position to another because the position is greatly dependent upon the particular style and needs of the administrator, or the needs of a program. In the first capacity, the incumbent serves as the department's representative in the consideration and determination of a wide variety of administrative problems relating to personnel administration, fiscal management, methods analysis, and training. In the second capacity, the incumbent will perform such tasks as preparing and processing contract documents including developing technical specifications, advertising for bids, preparing bid awards to contractors and monitoring the contract process through completion. The position involves frequent contact with the head of the department or division wherein located and the incumbent exercises considerable administrative discretion in interpreting the policies and directions of their superior, in representing him or her in contacts with the public, with other departments and other agencies, and in determining to what extent their superior may be relieved of administrative detail. The position differs from Secretary which provides many of the same services but on a less complex, less independent level. The position differs from Supervising Office Assistant and Support Services Assistant because the primary distinctions of these titles are the supervisory responsibilities over clerical and secretarial support staff. This position may direct the work of aides, interns, temporary employees and other lower level employees or this position may be responsible for supervising the work of lower level employees, including performance counseling and appraisals and scheduling for coverage.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level clerical support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Prepares and processes a variety of documents, correspondence, reports, etc., for the administrator, including proofing for spelling, format and appearance;
2. Opens, screens, and prioritizes mail and responds to routine inquiries independently; refers inquiries to appropriate staff, noting points of interest and/or action request;
3. Manages calendar for administrator; schedules appointments independently based upon needs of the department and knowledge of commitments and priorities of administrator;
4. Prepares and compiles budget projections for administrator; prepares narrative justifications for budget purchases relating to office supplies and expendables; tracks budget expenditures and recommends adjustments as necessary; may oversee voucher and billing process for department;
5. Arranges for various awards ceremonies, receptions and other special events including reservations, publicity, and scheduling of speakers, security, housekeeping, etc.;
6. Provides appropriate and timely advisement to supervisor on affairs essential to and connected with the executive management and administration of contracted matters;
7. Administers in-house service agreements and maintenance: solicits proposals/estimates from outside vendors; monitors contractors/suppliers for compliance with agreement terms; determines eligibility and qualifications of contractors/vendors based upon past performance, recommendations, research, etc.;
8. Coordinates all aspects of the bid process, including creating and maintaining a tracking system for contracts, expiration dates, vendor response and performance data;

ADMINISTRATIVE ASSISTANT (Cont'd)

TYPICAL WORK ACTIVITIES: (Cont'd)

9. Acts as a technical resource within department for general administrative matters, or for a major program;
10. Coordinates computer automation function in an office including establishing guidelines, training in the use of software, troubleshooting for recurring problems, administering local area network within department and maintaining security access;
11. Coordinates the scheduling of daily activities, events, and support services to insure the successful and safe operation of the site;
12. Handles many of the details necessary for an administrator to run a program, including tracking through logs and tickler files and collecting, compiling and editing data;
13. Serves as department representative on county-wide committees or councils, e.g., Health Insurance Advisory Council, ADA Team.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of software packages for word processing and spreadsheets to produce a variety of reports and documents;
- Knowledge of composition, grammar, spelling, punctuation and required formats necessary to develop correspondence and reports or correct such errors in the correspondence and reports of others;
- Knowledge of office practices necessary to obtain a full range of office support services such as printing, maintenance and supply services efficiently and cost-effectively;
- Knowledge of computational skills to monitor unit activity, track budget accounts and oversee the purchase of supplies and equipment;
- Knowledge of contract administration to ensure process meets legal requirements;
- Knowledge of governmental purchasing practices and the bidding process;
- Skill in operating office equipment to produce work accurately and efficiently;
- Ability to assist the administrator/supervisors in the management of the work flow of the department, which may involve supervision of the work of others assigned to the office for special projects or on a regular basis;
- Ability to schedule meetings involving numerous people with conflicting schedules; ability to coordinate agendas, take minutes and prepare summary notes for meetings;
- Ability to learn and understand departmental functions and style of administrator to directly assist the administrator by screening inquiries and giving appropriate information;
- Ability to speak knowledgeably and with authority about administrative functions of the office or department and to advise staff on how to address situations that occur;
- Ability to gather, compile and evaluate information and records, prepare reports and make recommendations based on analysis of data collected;
- Ability to specialize in the use of office automation equipment (including software) and act as a resource to others;
- Personal characteristics necessary to perform the duties of the position;
- Physical condition commensurate with the demands of the position.

ADMINISTRATIVE ASSISTANT (Cont'd)

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER: (A) An Associate's degree from a regionally accredited or New York State registered college or business school with a major in business, secretarial science, or a closely related field and three (3) years of full-time paid secretarial or general office work which included all of the following: public contact, use of software packages for word processing and spreadsheets at a level higher than data entry;
- OR: (B) Five (5) years of full-time paid secretarial or general office work as described in (A);
- OR: (C) An equivalent combination of the training and experience as defined by the limits of (A) and (B) above.

NOTE: College education may be substituted for work experience on a year for year basis (30 standard credits equal to one year), up to a maximum of four (4) years.

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