

## **CONFIDENTIAL ADMINISTRATIVE ASSISTANT**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position provides general administrative support services to a major department head. Duties vary widely from one position to another because the position is greatly dependent upon the particular style and needs of the administrator. Generally, the position acts 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. 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. Administers in-house service agreements and maintenance contracts: 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.;
7. Acts as a technical resource within department for general administrative matters;
8. Prepares and maintains personnel files including certification, licensure and training information; prepares appointment and payroll change forms; assists staff in questions relating to payroll, insurance, etc.;
9. Establishes and maintains departmental files, including the development of filing procedures, cross-reference filing and maintains file logs; prepares retention schedules; oversees the purging of files;

## **CONFIDENTIAL ADMINISTRATIVE ASSISTANT (Cont'd)**

### **TYPICAL WORK ACTIVITIES:** (Cont'd)

10. 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;
11. Serves as department representative on county-wide committees or councils, e.g., Health Insurance Advisory Council, ADA Team;
12. Acts as a liaison with office equipment vendors for service of existing equipment and purchase/replacement recommendations on new equipment;
13. Processes contracts for goods and services including typing of contract, securing all necessary signatures and backup paperwork and ensuring time deadlines are met;
14. Acts as secretary for a variety of departmental and inter-agency meetings; schedules meetings; prepares and distributes agenda; assembles background material; takes minutes and prepares summary notes; distributes to members and other ancillary personnel, singling out action items and assignments;
15. Generates congratulatory letters to employees in response to special work performed, or honors received.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of software packages for word processing, spreadsheets and database management to produce a variety of reports and documents;

Knowledge of composition, grammar, spelling, punctuation and required formats sufficient 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;

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; 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;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

**CONFIDENTIAL ADMINISTRATIVE ASSISTANT** (Cont'd)

**MINIMUM QUALIFICATIONS:** (Recommended)

- EITHER:       (A)     An Associate's degree from a regionally accredited or New York State registered college or university and three years of full-time secretarial or general office work which included personal contact, word processing and database management;
- OR:            (B)     High school graduation or possession of a high school equivalency diploma and five years of full-time secretarial or general office experience which included personal contact, word processing and database management;
- 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 credits equal to one year) for a maximum of four years, for the clerical work experience only.

**SPECIAL REQUIREMENT:**

For some positions in this title, the appointing authority may require employee to acquire licensing as a Notary Public.

CL5433

ADOPTED:   07/03/99