

## **ADMINISTRATIVE ASSISTANT**

### **Nature of Work:**

This position is responsible for providing administrative support in the operation of an office or department. Through skilled clerical, secretarial, and administrative work, incumbent supports directors, managers and other department employees in a variety of administrative or program assignments.

Work typically includes reception; utilizing computers to: enter/maintain data, produce correspondence or other materials, and process electronic or paper forms/information; and record keeping. The variety of work may differ among departments where this position is utilized. Work performed requires a high degree of accuracy, the ability to meet time schedules and/or deadlines and, at times, the responsibility to maintain confidential/sensitive information.

Work is performed with a degree of independence according to general or specific instructions and at times may be self-initiated. Work is reviewed by conferences, reports and/or observation of results. Depending on department where assigned, position may report to a department head, director or designee.

### **Illustrative Examples of Work:**

*(Depending on Department Where Assigned)*

Greets and assists visitors; answers and screens phone calls. Routes visitors and callers to the appropriate party.

Handles and routes mail, depending on assigned department may arrange appointments, meetings, and/or conferences for director(s) or others in the department.

Handles routine requests for information, procedural guidelines or assistance over the telephone or in person. Gives information to other divisions and the public requiring knowledge of departmental rules, regulations, and procedures. May assist in resolving administrative problems as assigned.

Maintain polite and professional communication via phone, email and all other forms of correspondence.

Uses computers and/or other standard office equipment to generate items such as but not limited to correspondence, reports, spreadsheets, presentations and/or other documents required to provide administrative support and efficient operation of the office.

Uses computers to compile and/or perform data entry. Retrieves data to produce reports, perform audits and/or to conduct research.

Creates and/or maintains electronic and/or paper records and files according to established procedures. Searches files for information. May maintain less complex accounting, financial, and cost records where no technical knowledge is required. May handle personnel records.

Depending on assigned department may handle financial and, purchasing functions, payroll functions, and expenditure functions.

Depending on assigned department prepares payroll, vouchers, requisitions, and purchase orders. Performs routine posting to ledgers, account books or other records. Assists in or maintains inventory and orders supplies.

Depending on assigned department may assist in planning, preparing, and coordinating the preparation of capital and operating budgets, including analysis of budget requests.

Depending on assigned department may arrange and schedule preparations for meetings of a Board or Commission and may act as recording secretary.

Performs related work as required.

### **Requirements of Work:**

Graduation from a high school, which may be supplemented by college level courses relevant to the job duties performed by this position; and at least 2 years of experience with administrative work such as

described in the duties of this position; or any equivalent combination of training and experience which provides the following knowledge, abilities and skills:

Considerable knowledge of modern office systems, practices and procedures.

Computer literacy skills, including knowledge of Microsoft Office Suite programs, primarily MSWord MSExcel, and Outlook.

Considerable knowledge of business English, spelling and arithmetic.

Ability to maintain record systems and to assemble and prepare reports from such records.

Ability to effectively express ideas orally and in writing as well as to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with other employees and the public.

Ability to research, assimilate data and present findings orally and in readable narrative form when necessary.

Ability to be professional, polite, attentive and accurate.

Ability to be organized, manage time to meet deadlines, anticipate needs, be detail oriented and resourceful.