

## **ADMINISTRATIVE STAFF ASSISTANT**

### **MAJOR FUNCTION**

Performs highly complex and advanced administrative and professional duties in support of a department or elected official. Works with minimal instruction or supervision. This position reports to an elected official or department manager. May supervise office assistants, staff assistants; temporary employees, or community service workers. Employees perform essential functions as outlined herein according to the department, division, or functional assignment area.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Performs research and analyzes data for projects or legal matters and prepares reports for director, administration, or the Board of County Commissioners.
- Responsible for following up on action of a court, committee, or assigned group to ensure that decisions are implemented, contracts are prepared, and appropriate parties are notified.
- Responsible for establishing and maintaining official documents and records in appropriate files.
- Develops grant documentation.
- Attends meetings, seminars, and conferences as directed to take notes or furnish information.
- May supervise subordinate employees.
- Prepares reports and correspondence requested by the department manager where information must be obtained from a variety of sources, as well as makes recommendations affecting aspects of office policy.
- Composes and prepares correspondence for manager's or own signature.
- Designs, formats and prepares management and administrative information reports.
- Assists with recommendations for future equipment purchases and ongoing system-related supply needs. May assist with annual budget preparation.
- Provides user training and technical support.
- Performs office management related to establishing filing systems, processing personnel records, processing purchase and billing records, maintaining reports.

## **ADMINISTRATIVE STAFF ASSISTANT**

- Oversees preparation of payroll and resolves problems as necessary.
- Frequently processes correspondence of a sensitive or confidential nature.
- Proofreads copy and corrects drafts for grammar, punctuation, and spelling in order to produce error-free work.
- Arranges for meetings and conferences and may take notes. Maintains calendars.
- Responsible for purchasing process, accounts payable process, and tracking budget expenditures.
- Oversees proper maintenance of control files of matters in progress and follows up to ensure that actions are completed.
- Provides information within scope of knowledge or refers customers to appropriate individuals.
- Provides quality customer service to telephone inquiries, electronic communication and face to face inquiries from the public and other departments when information requested is specifically provided and known, such as from published records, specific deliveries and procedures, and calendar of events, or within established guidelines.
- Maintains a pleasant cooperative attitude with co-workers. Maintain professional appearance, grooming and dress consistent with department image.
- Will be assigned special projects or processes from time to time, and will be held responsible for results.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

### **SECONDARY FUNCTIONS**

- Performs additional assignments as directed.

### **CUSTOMER SERVICE**

This is a front line position for providing excellent customer service. Personal contact with other employees of the unit, other departments within the County, citizens, and customers of the department. Service is provided in person or by phone contact.

### **SUPERVISION**

Responsible for directly and regularly supervising work of a relatively small number of employees, seasonal and or volunteers (two or less), with no indirect supervision. Includes assigning, directing,

## **ADMINISTRATIVE STAFF ASSISTANT**

evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

### **EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS**

#### **Education and Experience.**

Bachelor Degree preferred. Three to five years progressively knowledgeable and skilled administrative support related experience, a portion of which shall have been in a lead worker or supervisory role, with demonstrated extensive knowledge and practical experience with personal computers, standard application packages, modern office technologies, and customer service; or an equivalent combination of education and experience.

#### **Licenses.**

Depending on area of assignment, may require valid driver license.

#### **Certifications.**

Depending on area of assignment, may require Notary Public.

### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

#### **Language Skills**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

#### **Mathematical Skills**

- Ability to calculate figures and amounts such as discounts, interest, commissions, percentages and volume.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to compute rate, and percent and ability to draw bar graphs.

#### **Problem Solving Ability**

## ADMINISTRATIVE STAFF ASSISTANT

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Interprets complex and detailed technical data.
- Can explain records, procedures to others as lead worker.
- Ability to participate in development of policy, programs, plans, or procedures.
- Studies manual work process to determine most effective methods for essential tasks.

### **Specialized Skills and Abilities**

- Requires knowledge of the field of assignment, sufficient to perform thoroughly and accurately the responsibility illustrated by the above job duties.
- Thorough knowledge of policies and procedures of the County.
- Ability to work efficiently and accurately in an atmosphere of frequent interruption.
- Dexterity, speed, and accuracy in use of office equipment.
- Ability to perform secretarial and clerical duties with speed and accuracy without immediate and constant supervision.
- Ability to learn, interpret, and apply local ordinances and resolutions.
- Strong working knowledge of computers and other office equipment.
- Strong organizational skills and ability to prioritize to meet established deadlines.
- Skill in the interpretation and application of business English, grammar, spelling, diction, style and punctuation.
- Ability to supervise and train division clerical support staff.
- Ability to work independently and to carry out assignments to completion with minimum instructions, adhere to prescribed routines and practices, maintain records, and to make reports requiring accuracy.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team

**ADMINISTRATIVE STAFF ASSISTANT**

members are committed to the goals and objectives of the team.

**Machines and Equipment**

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee will occasionally be required to use hands to finger, handle, or feel, reach with hands and arms and lift up to twenty-five pounds; will regularly be required to stand, walk and sit; and will frequently be required to talk and hear. Special vision requirements are close vision and the ability to adjust focus to bring an object into sharp focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in a typical indoors office environment. The noise level for this environment will be moderate. Outdoor environment on occasion as required by assignment.

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