

DESCRIPTION: Under general supervision, serves as program-administrative management assistants to a mid-level to high-level administrator or manager, by providing professional level planning, organizing, administering, and monitoring of program-administrative functions, processes, and resources pertinent to the employing agency's overall mission and operations, having agency-wide, regional, and/or statewide impact. May also supervise a unit of technical/administrative support staff and/or serve as team coordinator of special projects; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first full performance classification level of the Administrative Assistant class series. Positions in this series typically are assigned a set of diverse administrative and technical functions. This diversity does not support classification of these positions to a class specialized in a particular management function (such as budgeting, accounting, personnel, property or materials management, procurement, public or customer relations, information or communications services, or grants and contracts administration), nor to a class requiring in-depth understanding of a specific academic discipline or professional/technical program subject matter. Specific tasks and assignments of positions in this series are frequently unique from each other. Job factors used in classifying positions to levels within the Administrative Assistant series include size/diversity of the employing agency and assigned functions, the scope and impact of work decisions/issues/problems handled, the nature of work related contacts, the authority delegated to act independently, and the nature of supervisory controls and work directives.

Positions at this level daily perform organization, coordination, and communication work requiring consideration of multiple factors, alternatives, and impacts. Specific assignments can involve functions such as directing technical and/or administrative processes, providing public information and customer service, monitoring or reviewing budget, grant, or contract or legislative activities and actions, and controlling databases and records management activities. This diverse work usually involves multiple, unrelated processes, criteria, and phases/steps. Consequently, some analysis, judgment, and independence of action and decision-making are needed to deal with competing needs and priorities and with difficult cases and events, and to interpret and adapt work directives to specific situations. Work contracts will include administrative or program managerial, professional, and technical employees internal and external to the agency to identify goals, to plan and coordinate work operations, and to resolve problems.

The Administrative Assistant class series differs from the Staff Assistant series where assigned positions perform detailed technical support tasks or oversee a single technical/operational activity, relative to a program-administrative functions of the employing agency. The preponderance of work time for any Administrative Assistant position does not reflect conventional secretarial/office support duties.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Represents the immediate supervisor at task force, management team, inter-agency, commission, council, and board meetings to relay the supervisor's position on given issues.

A09121 - ADMINISTRATIVE ASSISTANT I (continued)

Advises senior administrators and managers and other employing agency employees and external persons on matters pertaining to substantive program-administrative functions and processes to provide interpretations of the agency's or assigned function policies and procedures and to intercept and/or mitigate adverse reactions, concerns, or pressures.

Investigates operational problems and recommends corrective actions such as policy, process, or procedural changes, forms revision, shifts in work distribution, and changes in organizational structure to increase the efficiency and effectiveness of work activities.

Develops and implements program-administrative function monitoring/evaluation procedures to oversee the effectiveness of the program-administrative processes and to identify any associated problems.

Designs work procedures and operations to be used by program-administrative staff to ensure the proper use of staffing, equipment, information, and material resources.

Explains and interprets policies, procedures, and processes pertinent to the program-administrative functions to employing agency employees, state and local government jurisdictions and officials, and the public to answer their inquiries and to facilitate proper application of these directives and processes.

Coordinates interagency, community relations, public relations, and general informational contacts and activities to promote public awareness of program-administrative functions or activities of the employing agency.

Plans, organizes, and implements work assignments, as directed, in various administrative service areas such as accounting, budgeting, grants, contracts, personnel, legislation, public relations, or in program operational and interagency/intergovernmental liaison areas, of the employing agency or an assigned function to meet goals and objectives.

Provides routine support, as needed, for the employing agency or an assigned program-administrative function such as collecting/reviewing information and writing responses to inquiries or complaints; composing or tracking preparation of administrative, operational or similar reports or informational summaries concerning workload, budgeting, staffing or legislative topics; arranging schedules and agendas, recording minutes, and preparing a written record of proceedings for various meetings.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: office management and record keeping methods and practices; administrative report preparation practices; federal and State laws and regulations governing work assigned.

Ability to: interact with immediate supervisor and senior managers, employees, and the public to gain their cooperation and to establish work relationships; formulate and recommend modifications to operational directives to attain agency goals; coordinate the activities necessary to arrange various conferences, hearings, and meetings; apply management practices, techniques, and methodologies to assigned activities; collect, assemble, and analyze facts and draw conclusions to recommend solutions to problems; identify and interpret program-administrative requirements, policies, and regulations to provide guidance and advice; organize and present facts and opinions to managers and groups; learn the structure, functions, goals, and policies of the employing agency.

A09121 - ADMINISTRATIVE ASSISTANT I (continued)

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in office management; or in developing and implementing work policies, processes, and procedures; or in monitoring and organizing program, administrative, or technical activities.

OR

Post high school coursework in: administration, management, accounting, finance, planning, policy analysis, administrative/management analysis, operations research, program evaluation, research, or similar fields.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).