

**DESCRIPTION:** Under limited supervision, serves as a coordinator or specialist with an agency's program-administrative function or unit and provides advice and technical assistance to agency management and employees and others concerning the operations and activities overseen or directed. Develops and implements program-administrative directives, standards, and processes for the assigned function or unit. May also supervise program, technical, administrative, and various 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 second 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 are typically assigned independent responsibility for freestanding program-administrative functions and associated processes. This work involves extensive liaison, coordination, and interaction with employees and customers/clients of the employing agency, members/representatives of boards-commissions-councils, other governmental agencies, community/professional associations, and/or interest groups, and the public, requiring persuasion and motivation to achieve established goals and requirements through these individuals and organizations. Positions require in-depth program-administrative knowledge to set goals and plans, produce agreements/settlements, and resolve conflicts. Work assignments can include in-depth research and operations/management analysis and project management functions, and development of proposals, conclusions, and courses of action. Work can also involve assessing unusual circumstances or requests, and making decisions that affect individuals, organizations, and processes both inside and outside the employing agency.

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 and other agency managers and administrators to give advice and to relay information relative to the assigned program-administrative functions, to resolve operating issues and goals, and to secure information and agreement concerning program-administrative decisions.

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Advises State and federal officials, agency heads, board-commission-council members, agency employees, special interest group representatives, and the public on matters pertinent to agency policy and procedures to provide interpretations, to respond to concerns involving the assigned functions, and to intercept and/or mitigate adverse reactions, concerns, or pressures.

Develops and manages agency program-administrative function or associated processes, plans, and projects that include goals, funding sources, constraints, performance metrics and success criteria, and development, installation, and evaluation action steps; coordinates all aspects of the projects to ensure progress and adherence to plans.

Drafts and reviews management proposals; prepares or directs preparation of legal and budgetary impact statements; identifies opinions, options and consensus and provides recommendations to the immediate supervisor or senior management.

Plans and coordinates special research and investigative assignments regarding functional and operational problems and issues to develop and recommend courses of action or corrective actions.

Monitors correspondence and refers it to other staff for reply or collects background information and writes appropriate responses to ensure proper disposition of inquiries.

Monitors the agency's progress toward meeting established goals and objectives by compiling, reviewing, and assessing reports and records to identify the cause and impact of delays or other problems.

Monitors/authorizes budget/grant expenditures for program-administrative functions assigned; reviews and evaluates actual and projected costs and other information pertinent to budgetary/grant requests and coordinates or consolidates and recommends approval to the immediate supervisor to ensure budget/grant requirements are met.

Examines/monitors operations for compliance to policies, procedures, and processes to provide guidance to agency employees, State and local government officials and employees, and the public to ensure proper application of these directives and processes; evaluates current/proposed policies, procedures, and processes pertinent to program-administrative functions to determine their utility and effectiveness and recommend modifications and improvements.

Oversees work of contractors/subcontractors to ensure quality/timeliness of work and compliance with contract provisions; prepares progress reports for program-administrative managers, legislative/budgetary officials, and other federal and State governmental representatives.

Oversees administrative activities involving staffing, budgetary, information/communication systems, and facility/property management to establish, maintain, and/or improve the efficiency of functions assigned and activities directed.

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

Knowledge of: administration and management principles and practices; research and administrative survey techniques; the principles and practices of budgeting, accounting, and fiscal control; personnel management practices; business computer and communication systems; work planning and organizing; federal and State laws and regulations that govern the work assigned.

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Ability to: communicate in person, and by telephone, computer, email, and correspondence to exchange information and ideas and to promote agency needs, plans, and objectives; interpret program-administrative requirements, policies, regulations, and other guidelines; interact with immediate supervisor and managers/employees of the employing agency, other governmental and organization representatives, and the public, to gain their cooperation and establish work relationships; conduct research activities and summarize technical data and conclusions into reports; study problem areas, analyze relevant data, and formulate alternative courses of action; interpret and apply directives and instructions pertinent to assigned work; apply management practices, theories, techniques and methodologies; learn the goals, policies, and operations of the employing agency related to assigned work; learn the inter-relationships and communication channels among agency organizational units and operations and the groups served.

**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, administrative, technical, or support work; or in identifying budget, staff, or equipment needs; or in collecting and interpreting statistical, financial, program, or administrative data; or in interpreting laws, rules, regulations, and processes; or in reviewing and evaluating administrative records and reports; or in supervising office or technical staff.

OR

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