

DESCRIPTION: Under limited supervision, handles a single administrative or program operation, function, or activity in a contributory capacity with the immediate supervisor or manager and performs varied administrative, technical, and/or program support work; 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 Staff Assistant class series. Positions in this series are assigned technical support or operational duties and responsibilities encompassing a broad range of kinds of work. This range does not support classification of these positions to a class specialized in a particular office/clerical, secretarial support function nor to a class requiring an understanding of a specific technical or program specific subject matter area. The specific tasks assigned to positions in this series are frequently unique from each other. Staff Assistant positions are typically not assigned full supervisory responsibilities for other employees. Job factors used in classifying positions to levels within this series include size/diversity of the employing agency and program-administrative 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 in the Staff Assistant II class perform work to independently handle a single component of a program-administrative function (rather than a variety of technical support tasks to support a function) in a contributory manner and make independent decisions for the assigned component and related activities within established guidelines. Positions at this level apply knowledge of an extensive body of rules, procedures, guidelines, or operations that require training and/or experience to perform a wide variety of assignments and resolve a wide variety of problems. In-depth analysis and judgment is required to interpret and adapt guidelines, regulations, and precedents to specific work problems, and to determine appropriate courses of action. Assignments involve different and unrelated processes and actions and/or responses. Work products or services affect the processes and operations of systems, programs, and services of the employing agency. Positions at this level regularly interact with a variety of individuals internal and/or external to the agency to influence, motivate, or to gather information from others. Persuasion and interpersonal skills are required to obtain information and establish rapport.

The Staff Assistant class series differs from the Administrative Assistant series where assigned positions provide a variety of program-administrative related functions exercising independent responsibility for entire program-administrative functions and associated processes and/or significant administrative and management functions for the employing agency. The Staff Assistant series also differs from the Executive Assistant series where assigned positions provide complex office management and administrative support to a high-level executive (such as an agency director, deputy director, or another senior agency administrator). The preponderance of work time for any Staff 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.)

Determines applicability of and explains policies, procedures, and processes pertinent to program and/or administrative functions to agency employees, state and local officials and employees, and the public to answer their inquiries and to facilitate proper application of these directives and processes; evaluates policies, procedures, and processes and applies them to situations to make determinations.

Searches for and/or proposes solutions to questions/modifications to the structure of operational policies to increase their utility and efficiency.

Collects and compiles information and/or data from computers, databases, statistical, accounting, administrative, and/or other records; compiles records and creates reports, charts and/or graphs through word processing, spreadsheet, or database software to display information in a readable format and to provide the immediate supervisor and management officials with information for making decisions; analyzes information and makes conclusions.

Installs, maintains, and/or modifies manual and computerized tracking/monitoring or evaluation processes or files for assigned programs or functions; monitors status of projects and/or costs/expenditures relating to these programs/functions; takes action to facilitate attainment of goals and deadlines.

Prepares documentation pertinent to grant administration activities such as grant requirements, grant awards, grant requests, or application reviews for adherence to grant requirements; compiles reports and analyses relative to grant usage and compliance.

Coordinates public information/community relations contact activities to promote positive public awareness of an administrative or program operation, function, or activity of the agency.

Collects and reviews documents and information for accuracy and compliance to support employing agency customer service efforts; responds to agency's customer inquiries; makes decisions relative to assigned work; routes information and data to appropriate individuals; prepares correspondence and provides phone support, as needed.

Coordinates people, equipment, location, and supplies for meetings and/or conferences; coordinates workflow and schedules office operations/support staff activities to facilitate the management of program operations.

Plans, organizes, and implements work assignments/courses of action, as directed, to meet the goals and objectives of the assigned program, technical, or administrative activities.

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

Knowledge of: office processes and procedures; customer service processes and principles; administrative and office/clerical support procedures and associated computer applications such as word processing, file management, record keeping, and database management.

Ability to: formulate and recommend alternative courses of action; communicate and exchange information and ideas with others; create charts, graphs, and/or reports using word processing or other computer applications; summarize technical data and results of research into reports; track and monitor information; retrieve information from a variety of sources; coordinate resources and people; learn organizational structure, mission, and activities of the employing agency; learn agency policies and procedures and sources of information pertinent to the assigned work; agency policy and procedures.

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Skill in: active listening; asking questions; understanding instructions; using word processing; creating spreadsheets, charts, graphs, and reports; managing time, schedules, and priorities; monitoring and assessing program performance; applying critical thinking techniques.

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

Post secondary degree in office management, secretarial/office support, customer service, administration, or a related area.

OR

One year of experience in office management, secretarial/office support, customer service, or administration, including use of computer software such as word processing, spreadsheets, and database management.

OR

One year of coursework/training or experience involving research, presentation, or publication in an area related to the programs or functions of the employing agency.

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).