

ADMINISTRATIVE SPECIALIST

Position Code: 1600
WC Code: 8810
FLSA Status: Non-Exempt
Pay Grade: 345
Location: Miscellaneous
Approval Date: 2015

General Statement of Duties

Performs responsible journey-level administrative, secretarial, and clerical support work for a department.

Distinguishing Features of the Class

Employees in this class perform a variety of administrative, secretarial, and record keeping duties requiring independent initiative. Work requires that employees establish and maintain office filing and data base systems, and organize information flow for customer service and staff usage. Secretarial, clerical, and record keeping duties are considered at the journey level and require tact and discretion in handling public information matters in the program areas. Work requires knowledge of departmental operations in order that the role may perform effectively and serve as backup and at a competent level in several roles. Work requires independence, self-initiative, and program knowledge. Precedent setting situations are referred to higher level supervisors. Guides may include a variety of written manuals and instructions, as well as oral instructions. Sound judgment is required in performing the tasks. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Screens calls and inquiries; secures and gives information; handles public requests for services or information; provides information concerning policies, guidelines, etc.

Receives and greets visitors; gives information concerning visitors' needs; handles routine request independently.

Secures information via telephone or personal contact; selects appropriate materials to answer questions; coordinates various schedules for persons and space; transmits information broadly in written and verbal form to coordinate program activities and events; coordinates program activity and meeting preparations.

Drafts and types correspondence, memoranda, notes, reports or other materials using automated word processing systems; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final proof of materials.

Reviews and verifies records and reports for correct information; processes documents based on review and verification; files and retrieves materials based on limited information and performs periodic follow-up activities.

Requests information using standardized forms; create forms when needed; compiles information requiring the selection of data from established records or reports.

Screens and routs materials according to content of communications; may do research or pull related materials from files.

Maintains data bases, activities records, budget line item activities, and files; initiates appropriate follow-up or further action based on the status of office factitively.

Collect fees, fines, or other payments related to program activities; maintains records and receipt for accounting of cash.

Performs other duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Considerable knowledge of office practices and procedures.

Considerable knowledge and ability to use correct grammar, vocabulary, and spelling.

Considerable knowledge of office automation equipment and software including word processing, data base management, and spreadsheets.

Working knowledge of arithmetic and its uses in general office work.

Ability to communicate effectively in person and by telephone.

Ability to gather and give basic information and instructions on departmental programs based on inquiries.

Ability to be tactful and courteous.

Ability to gather and compile materials from a variety of sources.

Ability to operate any office machines required by the position such as word processor, typewriter, calculator, CRT, or other equipment.

Ability to enter data, key or type at the speed required by the department.

Ability to use judgment in organizing and establishing formats.

Ability to record information and balance figures.

Ability to compile information based on general instructions.

Ability to arrange and place records, reports and files into proper sequence.

Ability to establish and maintain effective working relationships with the general public, supervisors, and employees.

Physical Requirements

Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics operate a computer terminal, proof read materials and do extensive reading.

Minimum Education and Experience

Graduation from an accredited two-year college or university with a major in business, secretarial science, or related field three to five years of administrative support experience; or equivalent combination of education and experience.