

ADMINISTRATIVE ASSISTANT

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DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for performing a wide variety of administrative activities and tasks in support of an office or agency program. Specific tasks vary depending on the functional area and program objectives of the agency to which the employee is assigned, but the position is characterized by substantial contact with agency clients and/or the general public to explain program services and requirements, by managing complex record systems and by assisting administrators and professional staff in the performance of the more routine, less difficult, and highly structured tasks required of these higher level positions. The work is performed under the general supervision of a higher level administrator within the framework of clearly defined guidelines and instructions. Supervision may be exercised over the work of clerical assistants. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides information on the phone and to visitors on program services and

requirements, may schedule appointments or assist individuals in applying

for services, explains procedures and program processes;

Compiles data and background material to assist in various administrative/

professional activities;

Maintains and processes complex records including computerized records requiring

advanced knowledge of agency services and procedures;

Schedules and arranges conferences, meetings, and special events;

Acts as liaison for program or agency activities with administrators and participants;

Purchases supplies for the office and maintains an inventory of supplies;

Assists professional staff in analyzing and evaluating methods, procedures, goals

and objectives, forms and applications, to improve workflow and to simplify

procedures;

Composes correspondence in response to routine inquiries and issues;

Prepares meeting minutes by longhand or tape and transcribes them for the permanent record;

Completes forms required for reimbursement purposes;

Distributes agency mail and notifies staff of meetings;

Aids with agency budget preparation by gathering data and compiling figures;

Provides training to staff in using new office equipment;

Prepares a variety of reports related to the work.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures and methods;

Good knowledge of the policies, procedures, rules and regulations governing the operation of the agency to which assigned;

Working knowledge methods and procedures of keeping financial accounts and records;

Working knowledge of business arithmetic;

Working knowledge of the agency's programs, objectives and goals;

Ability to compile data and background information;

Ability to prepare and maintain records and reports;

Ability to communicate effectively both orally and in writing;

Ability to operate an alphanumeric keyboard to compose letters, memos and other related documents;

Ability to establish a rapport with others for the purpose of obtaining or conveying information;

Ability to assist in reviewing and evaluating program procedures, methods, and forms;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree and one (1) year of clerical, administrative or office management experience which shall have involved the preparation and maintenance of records and reports; or
- (b) Graduation from high school or possession of a high school equivalency diploma and three (3) years of clerical, administrative or office management experience which shall have involved the preparation and maintenance of records and reports; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.