

ADMINISTRATIVE AIDE

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for the performance of a variety of complex clerical and routine administrative duties within an agency. Work is performed under general supervision with leeway allowed for independent decision regarding the application of agency policy and procedure. Supervision may be exercised over subordinate clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Acts as secretary to a department head or other administrator; Conducts correspondence on matters where policies and procedures are defined; Schedules and makes appointments for the department head or administrator; Instructs employees in the performance of specialized clerical work; Assembles a variety of data from office records for incorporation in various reports; Maintains budget control data, figures and statistical data for agency information purposes; Provides routine information to the public and/or other agencies on request and by direction of the department head or administrator; May process checks, claims, vouchers, receipts, and code and file requisitions; May interview and screen clients, salespersons and visitors; May collect fees and account for monies received; May assign and review work; May maintain attendance records of office employees; May use automated office equipment for the purpose of maintaining office records and compiling reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of agency policies and procedures; Good knowledge of office terminology, procedures and equipment; Good knowledge of business english and arithmetic; Good knowledge of maintenance of financial accounts and records; Ability to use automated office equipment; Ability to understand and apply complex written and oral directions; Ability to plan and supervise the work of others; Ability to meet and deal with the public; Clerical aptitude; Initiative and resourcefulness; Depending on assignment, may be required to be a qualified typist; Tact, courtesy, and integrity; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from high school or possession of a high school equivalency diploma and three (3) years of fulltime paid, or its parttime equivalent, clerical work experience; OR
- B. Five (5) years of fulltime paid, or its parttime equivalent, clerical work experience; OR
- C. An equivalent combination of training and experience as indicated in A and B above.

NOTE: Post secondary education in business administration, secretarial science or similarly related field may be substituted for up to two (2) years general experience (thirty credit hours equals one year general experience).

Adopted 9/23/98

Reviewed 10/5/01, 9/12/03, 1/5/09