

## ADMINISTRATIVE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is important office management and liaison work involving the frequent exercise of independent judgment in planning and coordinating the non-technical activities of a department or a major unit. The work involves responsibility for personally handling administrative details in order to free the time of the administrator for planning, policy-making, programming and coordinating. The work is performed under general supervision. Direct supervision may be exercised over clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Reads incoming mail, conducts general correspondence and routes balance to proper official or unit; Processes and follows up various types of requests and claims; May coordinate and supervise the maintenance of personnel records or other records; May coordinate preparation of payrolls; Secures budget estimate data, makes budget estimate studies, assists in preparation of budget and the maintenance of the budget control; Interviews office callers, newspaper reporters, sales representatives, etc. and furnishes general information about departmental functions and activities; Maintains contacts with units within a department and with other public and private agencies to assist in solving mutual problems, develop improved services and public relations; Collects and compiles data and statistics, makes organizational work flow and efficiency studies and submits recommendations for the improvement of procedures and the solution of administrative problems; Assists administrative superiors in carrying out specialized services of a department or major unit; May include entry, maintenance and quality assurance of data in multiple computer systems as well as written records.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of office terminology, procedures and methods; Good knowledge of business arithmetic and English; Working knowledge of modern office machines; Good knowledge of the principles and modern practices of office and personnel management; Working knowledge of the principles and modern practices of account keeping and budget control; Good knowledge of the functions of local government and of the character of relationships between departments and between public and private agencies; Demonstrated ability to organize, assign, coordinate and review the work of clerical subordinates; Ability to understand and carry out complex oral and written directions; Ability to prepare correspondence and reports; Ability to present oral and written comments and opinions clearly and concisely; Ability to deal effectively with the public; Ability to readily acquire familiarity with departmental organization, functions, laws, policies and regulations; Good judgment in solving complex clerical and administrative problems; Initiative and resourcefulness; Tact and courtesy; integrity; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and Either:

A. Graduation from a regionally accredited or New York State registered two year college or university with an associates degree in Public or Business Administration or related field; OR

B. (1) Four years of responsible clerical experience, which shall have included two years of account keeping responsibilities or related work; OR

C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

Revised 4/24/87; 11/15/94; 8/18/99; 9/29/16

Reviewed 1/17/02; 1/27/04; 11/2/18; 10/5/20; 1/18/21