

Class Concept

Positions in this class are characterized by knowledge or skills particular to an area of specialization, process, or program. Work requires specialized knowledge in the processing and application of information, documents and/or materials. The majority of time is allocated to tasks that involve several steps and require the selection of the most appropriate action within procedural and operational guidelines. The range of duties includes, but is not limited to, verifying data, report writing, summarizing and reconciling information or financial data, records management, claims review and processing, data collection and analysis, research, inventory, personnel administration and fund collection or expenditures. The role is different from the Administrative Associate because fewer general office or administrative tasks are performed. Examples of the areas of specialization in this class include, but are not limited to, payroll, student services, accounting, medical records, call center, statistical, and human resources.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of services, policies and procedures related to a program or area of specialization.
- Ability to demonstrate and apply this knowledge in performance of administrative tasks; ability to explain and interpret information to clients/customers and staff.
- Considerable knowledge of program policies, procedures and information systems in order to communicate and process information.
- Ability to compile, assimilate and organize both printed and electronic information; ability to apply knowledge of data collection, storage, organization, manipulation and/or analysis of data.
- Ability to utilize office equipment and other relevant technology (software and systems) to meet organizational needs.
- Ability to identify and understand issues, problems, and opportunities; use effective approaches for choosing a course of action or developing appropriate solutions.
- Ability to clearly convey information and ideas through a variety of media to individuals or groups.
- Ability to present ideas clearly and effectively in written form; ability to adjust language or terminology to meet the needs of the audience; ability to use correct grammar, organization, and structure.

Minimum Education and Experience

High school diploma or General Educational Development (GED) diploma and two years of related administrative experience; or equivalent combination of education and experience.