

Class Concept

Positions in this class serve as staff/management assistants to highest-level administrators in an organization that is characterized by operations with multiple and varied programs/components. The role of this position is defined and impacted by the mutual working relationship established with the administrator. These positions serve as a one-on-one direct support and/or administrative support to the highest levels of management within complex organizations and are typically found in the Secretary or agency head's office. There are situations where incumbents in these positions function as an assistant the majority of the time, but still have some responsibilities of an operational nature. Work involves the performance of administrative duties involving decision-making and judgment. Public contact is a major component of positions, both internal and external to the organization. Work requires contact with program staff, managers of other units within the organization, representatives of other state agencies/universities, clients, service recipients, elected/appointed representatives, and the public. Positions in this class may coordinate business functions of the unit including budget planning and monitoring, human resources administration, and office coordination. Positions may supervise other staff. Positions at the II level are delegated significant responsibility for programmatic/administrative functions that extend to the entire scope of operational activities. This responsibility involves a significant research, problem-solving, planning, and implementation role that requires a substantive knowledge of multiple and varied programs and where decision-making impacts overall program/administrative operations. Positions at this level function with significant independence except where technical, legal, or administrative complexities of the program require direct involvement of the manager.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of program services, policies, procedures, laws, rules, and regulations; ability to demonstrate and apply this knowledge in performance of administrative support tasks; ability to explain and interpret program information to clients/customers and staff.
- Ability to clearly convey, persuade, and negotiate information and ideas to individuals or groups.
- Ability to identify and understand issues, problems, and opportunities; determines course of action; develops appropriate solutions.
- Ability to develop ideas into plans of action and to coordinate the actions through implementation.
- Ability to present ideas clearly and effectively in written form; ability to edit, adjusting language or terminology to meet needs of the audience or as appropriate; ability to use correct grammar, organization, and structure.
- Ability to compile, assimilate, organize, and analyze printed and electronic information. Ability to apply knowledge of data research and manipulative analysis.
- Ability to provide direction to staff.

Minimum Education and Experience

Bachelor's degree, preferably in business administration or a related discipline from an appropriately accredited institution and two years of progressively responsible administrative/office management experience; or

Associate's degree in secretarial science, business administration, or a related discipline from an appropriately accredited institution and four years of progressively responsible administrative/office management experience; or

High school or General Educational Development (GED) diploma and six years of progressively responsible administrative/office management experience; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.