

ADMINISTRATIVE ASSISTANT I

DESCRIPTION OF WORK

Work of this class involves a variety of administrative functions in assisting a program or administrative official in carrying out a program's administrative activities. Employees in this class may be responsible for: (1) independently coordinating the administrative support for a program of lesser complexity than Administrative Assistant II; (2) under closer supervision, coordinating administrative support for a large, more complex program; (3) serving as supervisor of high volume and/or complex records processing operation; and (4) serving as a staff assistant gathering, analyzing, editing, and reporting information for various administrative programs and projects and recommending necessary courses of actions. Employees are responsible for interpreting and carrying out established programs and/or departmental policies and procedures. Work usually requires considerable public contact with program clientele, employees, other departments or the general public in explaining policies and procedures.

This class is distinguished from classes such as Administrative Officer, University Administrative Manager and other more managerially oriented groups by the lesser degree of authority and accountability for management decision-making and/or by the lesser size and complexity of the administrative program. In further contrast, the class is distinguished from level (V) of the Clerical-Office Management Occupations Group by the level of administrative and program involvement, the delegation of most secretarial/clerical functions, and the more comprehensive responsibility for program or administrative operations.

EXAMPLES OF DUTIES PERFORMED

Manages records and reports activities involving implementation of program objectives using existing procedures or devising new methods as necessary. Supervises clerical employees in administering program activities.

Writes, edits, or coordinates the preparation of reports, speeches, or other printed materials according to well-established standards or readily available sources.

Recommends, administers, and monitors budgets for State funds, contracts and grants, clinical income and trust funds.

Interviews and counsels patients, students, and the like, regarding their rights or obligations within the program framework.

Develops and/or revises work procedures and methods, including necessary forms design; trains employees in work procedures.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

General knowledge of office management techniques; and ability to practice effective communication techniques both orally and in writing; effective supervisory practices and ability to plan and supervise the work of others, if applicable.

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions.

Skill in organizing work flow and coordinating activities.

Minimum Training and Experience

Completion of high school or equivalent and four years of progressively responsible secretarial or clerical/administrative/office management experience; or completion of a two-year secretarial science or business administration program and two years of progressively responsible secretarial or clerical/administrative, office management experience; or completion of a four-year program in a college or university preferably with major emphasis on coursework in business administration, public administration, or other related field; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.