

ADMINISTRATIVE ASSISTANT III

DESCRIPTION OF WORK:

Work of this class involves a variety of administrative functions in assisting a program head in administering the day-to-day affairs of a broad, diverse departmental or university program. Employees are responsible for interpreting, developing, and carrying out policies and procedures for various programs rather than one specific program. The class is characterized by major public contact functions including responsibility for acting as liaison between the department and other departments and the public in interpreting policies and procedures with independent authority. This class is distinguished from the Administrative Assistant II level by the broader involvement in program activities and the more discretionary judgement required in interpreting policy and program objectives. Work is reviewed for conformance with program objectives.

EXAMPLES OF DUTIES PERFORMED:

Drafts reports and materials requiring extensive research and interpretation.
Receives, screens, reviews correspondence; assigns it to appropriate persons for preparation of replies with specific instructions for response; writes letters and reports for supervisor's review.
Answers independently letters requiring decisions which tend to establish precedents or commit management to a course of action.
Serves as liaison to expedite flow of information and to interpret policies, procedures, rules, and regulations to many and varied facets of the organization as well as to the general public and the press. Based on discussions with supervisor and other staff members, controls agenda, coordinates arrangements for meetings, conferences, workshop, and the like. Attends meetings as a participant or representative of management.
Establishes administrative procedures for the unit.
Performs related duties as required.

RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities

Thorough knowledge of office management techniques; and ability to practice effective communication techniques both orally and in writing including ability to coordinate a variety of resources in gathering information and independently answering inquiries.
Considerable knowledge of effective 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, independently.
Ability to establish and maintain effective working relationships with associates, officials, the press and the general public.
Skill in organizing work flow and coordinating activities.

Minimum Education and Experience

Completion of high school or equivalent and six years of progressively responsible secretarial/administrative experience including two years of administrative or office management experience involving substantial public contact, information gathering and writing experience; or completion of a two year secretarial science or business administration program and four years of responsible secretarial or clerical/administrative experience including two years of administrative or 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 fields and one year of administrative or office management experience; or an equivalent combination of education and experience that provides the required knowledge, skills and abilities.

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.