

SENIOR ADMINISTRATIVE SPECIALIST

FUNCTION OF THE JOB

Under general direction, performs administrative and/or program support work in a department, division, program, or other work unit within County government. Typical duties include providing a variety of advanced level administrative, program or technical assistance, coordinating programs or projects, collecting and analyzing data, maintaining complex files and records, and preparing reports; performs related work as assigned.

DISTINGUISHING FEATURES OF THE CLASS

Work is performed independently with minimal supervision. Assignments are broadly stated in terms of objectives to be met, and/or they are specialized and require the use of analytical and critical thinking to determine appropriate action. Work is governed by a variety of complex rules and regulations such as statutory language, administrative code or rules, policies and/or procedures that are applied and often require analysis and interpretation. Positions require considerable knowledge of the program or functional area(s) to enable the employee to work effectively and independently in a wide range of work situations. Positions may lead or direct the work of other support staff.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Characteristic duties and responsibilities are commonly performed by a position at this level but are not necessarily required of all positions.

1. Has a thorough understanding of and is competently able to perform the duties of the Administrative Assistant and Specialist. Performs specialized administrative duties in support of a program or functional area.
2. Performs quality assurance reviews within the program or functional area, identifies deficiencies and provides feedback as necessary to effectively recommend changes in the policies and procedures of the program area.
3. Serves as a liaison with other state agencies, federal government, local units of government, courts and law enforcement agencies, other states, the general public or the private sector to obtain, provide or exchange information.
4. Assigns, directs, trains, and monitors the work of designated support staff; provides guidance and feedback.
5. Gathers data, prepares, researches, and analyzes complex information; identifies and resolves errors related to department/division specific programs or projects.
6. Provides back-up assistance to the Supervisor as necessary.
7. Creates, updates, and maintains a variety of complex spreadsheets, databases, and applications; analyzes information; prepares reports, tables, and charts; drafts reports or summaries on specific subject/program areas.
8. Assists in developing, revising, implementing, and disseminating policies and procedures related to department/division specific programs.
9. Identifies, researches, and resolves complex problems, issues, conflicts, and situations utilizing advanced knowledge of department programs and operations.
10. Acts as a subject matter expert on department/division programs, policies and procedures.
11. Serves as liaison within and between departments/divisions.
12. Manages confidential and sensitive information and documents, situations, and requests.
13. Manages routine and special projects and schedules.
14. Assists in planning events, plans dates, coordinates locations, materials, audio/visual, and/or other set-up requirements; coordinates logistics on-site during event or program.

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15. Establishes and maintains effective, professional, positive, and respectful working relationships and communicates internally, with other County Departments/Divisions, clients/customers, outside agencies, and the general public.
16. May be required to work outside normal business hours.
17. Performs other duties as apparent or assigned

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of standard office practices, procedures, and techniques.
2. Comprehensive knowledge of business English, spelling, grammar, and punctuation.
3. Comprehensive knowledge of and a high degree of proficiency in MS Office products or comparable office programs, word processing, spreadsheet, and database applications.
4. Comprehensive knowledge of standard office equipment, including telephones, fax machines, keyboards, copiers, printers, scanners, shredders, and department/division specific equipment.
5. Comprehensive knowledge of department requirements, policies, procedures, rules, laws, etc.
6. Considerable knowledge of department specific programs.
7. Considerable knowledge of unique or specialized terminology specific to department/division operations.
8. Considerable knowledge of basic bookkeeping and accounting.
9. Considerable knowledge of department/division structure, workflow, and operating procedures.
10. Working knowledge of supervisory practices.
11. Ability to exercise judgment and make decisions.
12. Ability to access and navigate the internet, County or department-specific applications and programs.
13. Ability to provide leadership to other staff.
14. Ability to exhibit critical thinking skills, discretion, and judgment.
15. Establishes and maintains effective, professional, positive, and respectful working relationships and communicates internally, with other County Departments/Divisions, clients/customers, outside agencies, and the general public.
16. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
17. Ability to make high level decisions in accordance with standard procedures in a wide variety of situations.
18. Ability to train and review the work of other support staff.
19. Ability to multi-task, prioritize and manage workflow.
20. Ability to follow and understand complex oral and written instructions.
21. Ability to make difficult decisions using standardized practices.
22. Ability to deal with people in an effective and timely manner.
23. Ability to adapt to rapidly changing priorities and deadlines.
24. Ability to work independently.

Training and Experience

1. High School Diploma or GED.
2. Three years of post high school work experience providing administrative support.
3. One year of recognized post high school training in business, administrative professional or closely related field may substitute for one year of the work experience requirement.