

ADMINISTRATIVE ASSISTANT

FUNCTION OF THE JOB

Under close supervision, performs a broad variety of clerical and administrative support work in a department, division, program, or other work unit within County government. Typical duties include greeting visitors, answering and directing calls, providing customer service, preparing communications, preparing, organizing, and maintaining records, reports and files, assists with projects, responds to the public, and performs related work as required.

DISTINGUISHING FEATURES OF THE CLASS

At this level, work involves routine, repetitive, and recurring tasks that require following standardized, sequential steps, processes, or procedures. Assignments are structured and specific guidelines are available in procedure manuals and/or written or verbal instructions. Deviations from standard practices require prior approval by the supervisor, who is generally available to answer questions and make decisions, or professional staff within the work unit.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

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

1. Greets and assists customers, in person, by telephone or other methods to provide information, answer questions, or directs to appropriate staff.
2. Prepares a variety of routine documents, correspondence, memorandums, and reports; designs, formats, proofreads, and edits letters, memos, reports, brochures, newsletters, and other materials for the department.
3. Performs data entry, maintains and updates electronic files and databases.
4. Receives, records and processes payments, balances cash drawer daily, and prepares related reports.
5. Monitors, maintains and orders office supplies, maintains equipment, and maintains repair and maintenance records on equipment.
6. Organizes and maintains files and file systems, scans documents, records and reports, copies materials, files paper and/or electronic information and distributes documents as necessary.
7. Receives, sorts, processes, and distributes incoming mail and prepares and processes outgoing mail.
8. Maintains department/division calendar, schedules appointments and meetings including meeting room reservations, orders food and makes arrangements for audio/visual equipment or other set-up needs.
9. Establishes a variety of files based on established guidelines, files and retrieves materials, archives and manages department records.
10. Handles confidential or sensitive information and documents.
11. Adheres to County policies, procedures, and federal, state, and local regulations.
12. Provides assistance to other support staff.
13. Establishes and maintains effective, professional, positive, and respectful working relationships and communications internally, with other County Departments/Divisions, clients/customers, outside agencies, and the general public.
14. Attends department and/or division meetings.
15. Performs other duties as apparent or assigned.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Working knowledge of standard office practices, procedures, and techniques.
2. Working knowledge of business English, spelling, grammar, and punctuation.
3. Working knowledge of basic math.
4. Working knowledge of effective customer service techniques.
5. Working knowledge of MS Office products or comparable office product, word processing and data processing.
6. Working knowledge of Outlook with the ability to send, receive and save emails and attach documents.
7. Working knowledge of standard office equipment, including telephones, fax machines, keyboards, copiers, printers, scanners, shredders, and department/division specific equipment.
8. Working knowledge of computers and keyboarding needed to prepare routine/recurring documents, draft correspondence, and enter data.
9. General knowledge of department specific programs and services.
10. Ability to apply and explain rules, regulations, policies and procedures related to a specific program or services.
11. Ability to perform basic word processing, editing, data entry and spreadsheet maintenance.
12. Ability to access and navigate the internet and County or department-specific programs and applications.
13. Ability to add, subtract, multiply, and divide numbers accurately.
14. Ability to maintain and enhance skills, participate in on-going training and increase knowledge of County, department and division services, policies and procedures.
15. Ability to adapt to new department/division policies, procedures, programs, and environment.
16. Ability to follow and understand oral and written instructions.
17. Ability to maintain confidentiality of records and information.
18. Ability to make minor decisions using standardized practices.
19. Ability to establish and maintain effective, professional, positive, and respectful working relationships and communications internally, with other County departments/divisions, clients/customers, outside agencies, and the general public.
20. Ability to work effectively as a member of a team and deal with people in an effective and timely manner.
21. 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.
22. Ability to organize and prioritize work.

Training and Experience

1. High School Diploma or GED.