

ADMINISTRATIVE SPECIALIST

FUNCTION OF THE JOB

Under general supervision, performs skilled administrative and/or program support work in a department, division, program, or other work unit within County government. Typical duties include: prepares and maintains a variety of detailed records, reports and files, collects and disseminates data and information, responds to customer/client concerns and questions, performs basic cash management functions, assists staff with programs and projects, provides information, solves problems, responds to inquiries and performs related work as required.

DISTINGUISHING FEATURES OF THE CLASS

At this level, work is performed independently. Assignments are varied, involving different and/or unrelated processes and methods that require evaluation of alternate courses of action. Latitude to select the most appropriate methods and tools to get the work done are made within established administrative guidelines, regulations, or instructions. The incumbent normally receives little instruction on day-to-day work and receives general instructions on new assignments. The incumbent seldom refers matters to supervisor except for clarification of policy or resolution of unusual matters.

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. Performs all functions of Administrative Assistant.
2. Performs basic cash handling tasks and transactions and maintains account records which may include expenditures, collections, or budget information.
3. Prepares, researches, analyzes, and organizes information to produce a variety of documents, reports, informational materials, statistics, or other materials for the department.
4. Creates, updates, and maintains a variety of spreadsheets, databases, and applications; prepares reports, tables, and charts.
5. Evaluates, establishes, and maintains complex files and filing systems pertaining to the area of responsibility.
6. Identifies, responds to, and resolves inquiries and issues utilizing knowledge of the department programs and operations.
7. Provides information and assistance to customers, clients or staff regarding department programs and/or requirements, operations, policies and procedures.
8. Organizes and schedules meetings or events including meeting room set-up, technology, communication etc.
9. Identifies and resolves basic problems and refers more complex questions or concerns to appropriate staff.
10. 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.
11. Performs other duties as apparent or assigned.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Considerable knowledge of standard office practices, procedures, and techniques.
2. Considerable knowledge of business English, spelling, grammar, and punctuation.
3. Considerable knowledge of and proficiency in MS Office products or comparable office programs, word processing, spreadsheet, and some database knowledge.
4. Considerable knowledge of standard office equipment, including telephones, fax machines, keyboards, copiers, printers, scanners, shredders, and department/division specific equipment.
5. Considerable knowledge of department requirements, policies, procedures, rules, laws, etc.
6. Working knowledge of basic math.
7. Working knowledge of department specific programs.
8. Working knowledge of unique or specialized terminology specific to department/division operations such as legal, law enforcement, health care, health insurance, environmental health, human resources, and budget.
9. Some knowledge of basic bookkeeping or accounting.
10. Ability to analyze, research and interpret complex documents, information, policies and procedures.
11. Ability to prepare and comprehend complex documents, correspondence, information, and reports.
12. Ability to analyze and resolve problems.
13. Ability to access and navigate the Internet, County or department-specific applications or programs.
14. Ability to follow and understand advanced oral and written instructions.
15. Ability to work independently and as a member of a team and deal with people in an effective and timely manner.
16. Ability to establish and maintain effective, professional, positive, and respectful working relationships, and communicates internally, with other County Departments/Divisions, clients/customers, outside agencies, and the general public.
17. 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.
18. Ability to make routine decisions using standardized practices.

Training and Experience

1. High School Diploma or GED.
2. Two years 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.