

DEPARTMENT: ALL DEPARTMENTS, NCCC, & SCHOOLS
CLASSIFICATION: COMPETITIVE
APPROVED: APRIL 17, 2025

ADMINISTRATIVE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for performing highly complex duties and administrative support tasks to further the overall work of the department or program assigned by handling the details of the business office management procedures, collecting information and data for administrative studies and determinations and making recommendations of methods for handling a wide variety of administrative problems. Specific tasks vary depending on the functional area and program objectives of the agency to which the employee is assigned. Incumbents typically serve as a personal secretary to a department or division head relieving them of administrative and business detail and resolving day-to-day operational problems; therefore, confidentiality is essential. The Administrative Assistant position is characterized by substantial contact with agency clients and/or the general public to explain program services, requirements, etc., by managing complex records systems. The incumbent will be responsible for entering and retrieving information from a computer database/ spreadsheet and query and generate reports as required to support technical and professional staff involved in a program. This is important office management and liaison work performed under the general supervision of an administrator with considerable leeway allowed for the use of independent judgment in carrying out the details of the work. Supervision may be exercised over the work of clerical subordinates. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Establishes and implements office procedures and maintains efficient work flow by establishing short and long-range plans, directing staff development and the organization of an organizational segment;
2. Designs, sets up and maintains files of correspondence, documents and records;
3. Determines the need for new office equipment, plans office space, and organizes filing systems;
4. Opens, reviews and distributes incoming mail in accordance with staff assignments and attaches appropriate background material to correspondence;
5. Prepares responses to letters concerning programs, policies and procedures for own or supervisor's signature;
6. Prepares correspondence, memoranda, reports, newsletters, informational material, legislative resolutions, grant proposals and minutes of meetings, hearings and conferences;
7. Secures budget estimate data, makes budget estimate studies, assists in the preparation of the budget and the maintenance of budget control;
8. Assists professional staff in analyzing and evaluating methods, procedures, goals and objectives, forms applications, etc.;
9. Assists with agency training activities by collecting data, securing training facilities, assembling and distributing materials and supplies;
10. Transmits information or instructions from supervisor to appropriate staff orally, in writing, or electronically, and follows up to see that instructions are followed and deadlines are met;
11. Compiles data and background material to support various administrative/professional activities;
12. Develops, maintains and updates complex computerized records including financial records requiring advanced knowledge of agency services and procedures;
13. Coordinates the maintenance of and prepares agency financial, payroll, purchasing, personnel and attendance records;
14. Maintains office records and statistics using database or spreadsheet software;
15. Prepares a variety of reports related to the work using statistical and narrative information;
16. Monitors and tracks status of various program activities;
17. May prepare and/or updates lists, forms, statistical data, news releases or letters, etc., on a personal computer;
18. Provides information regarding program services and requirements either by phone or in person, schedule appointments, or assist individuals in applying for services by explaining procedures and program processes;
19. Screens callers and visitors to determine the nature of the inquiry, answers questions on established policy and procedure and/or refers to appropriate party or office;
20. Schedules and arranges meetings, conferences and appointments and assembles and coordinates background material;
21. Schedules and arranges travel and accommodations for senior personnel and other staff;
22. Acts as liaison for program or agency activities with administrators and participants;
23. Supervises the requisition, purchase, receipt, and inventory of departmental supplies and equipment and the processing of related records.

CONTINUED

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern office terminology, procedures, equipment, and methods and of business arithmetic and English; thorough knowledge of the principles and techniques of clerical processing and office and personnel management; good knowledge of the organization, functions, laws, policies and regulations, terminology, programs and objectives and goals of the agency to which assigned; good knowledge of the principles and practices of computerized records maintenance; working knowledge of the principles and modern procedures of keeping financial accounts and records, account keeping and budget control; working knowledge of public information and public relations techniques; ability to handle administrative details independently including the composition of letters and memoranda; ability to prepare budgets, operating reports, and a variety of other reports relative to program activities; ability to compile, analyze, and summarize data and background information in both narrative and numerical form; ability to participate in assigned projects and layout work for others; ability to design and maintain filing systems for the storage of records and reports; ability to maintain program accounts and budgetary data; ability to communicate effectively both orally and in writing; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to review and evaluate program procedures, methods, forms, etc.; ability to prepare and maintain complex records; ability to establish and maintain effective working relationships with others; ability to maintain strict confidentiality; tact and courtesy; good judgment; integrity; neat professional appearance; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Candidates must meet one of the following:

1. Graduation with a Bachelor's degree in a business-related field and two (2) years of full-time paid clerical, administrative or office management experience which shall have involved maintaining computerized financial records in a database or spreadsheet application and preparing reports. One (1) year of qualifying experience must have included supervision and/or responsibility for the direction of an organizational segment; **OR**
2. Graduation with an Associate's degree in a business-related field and four (4) years of full-time paid clerical, administrative or office management experience which shall have involved maintaining computerized financial records in a database or spreadsheet application and preparing reports. One (1) year of qualifying experience must have included supervision and/or responsibility for the direction of an organizational segment; **OR**
3. Graduation from high school or possession of an equivalency diploma and six (6) years of full-time paid clerical, administrative or office management experience which shall have involved maintaining computerized financial records in a database or spreadsheet application and preparing reports. One (1) year of qualifying experience must have included supervision and/or responsibility for the direction of an organizational segment.

NOTE: Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.