

## ADMINISTRATIVE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this class develops, plans, coordinates, and monitors operational activities to ensure maximum utilization of departmental unit resources. This class is responsible for organizational processes such as: personnel and civil service administration, departmental budgeting, financial record keeping, purchasing, statistical reporting, and the general administration of a division or unit. This position is characterized by the frequent exercise of independent judgment within the Department and may involve extensive contact with other County departments and the general public. Supervision may be exercised over clerical employees. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Represents superior in contacts with the public and department employees to provide or obtain accurate information;

Plans, coordinates and reviews the work of clerical employees to maintain an orderly work flow;

Performs internal administrative tasks, e.g., interviewing, processing of personnel and payroll records, monitoring contract payment and preparation of departmental budget to reflect current staffing needs;

Trains or provides training for new unit employees to use office equipment and other office procedures;

Assists with developing and implementing administrative policies/procedures to ensure compliance with federal, state and county rules and regulations;

Assists in the preparation and review of financial and state reports, annual budget and other documents as required by federal and state regulations;

May coordinate departmental grants, develop and implement contracts, special funding projects, fund raisers, etc., prepares required reports thereon;

May monitor contract funding to ensure accurate payment and ensures that funds are drawn from correct sources;

Assists subordinate employees with difficult operations to ensure timely completion of work;

Acts as liaison between department and the Department of Information Technology to assure proper installation and utilization of automated equipment;

Acts as a troubleshooter by analyzing data, preventing and resolving complex problems for subordinates, supervisors and other employees within the department or unit;

Supervises and maintains records of operational expenses and revenue to provide data to forecast spending patterns;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Establishes priorities and coordinates work activities to meet deadlines;

Recommends changes in methods, procedures and organization to increase efficiency in unit operations;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining level of access (i.e. incidental vs extensive);

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

Plans and organizes the maintenance of office facilities, equipment and supplies;

May perform other incidental tasks, as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the methods used in the departmental administration of civil service, personnel, budget and financial record keeping; good knowledge of the principles and practices of office management; familiarity with research methods and the fundamentals of statistics; ability to make clear and accurate analyses of facts, figures, processes; ability to implement laws, regulations, policies, practices; ability to plan and supervise the work of others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to present data, reports and comments clearly and concisely; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; tact; courtesy; good judgment; thoroughness; dependability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and three years of experience where the primary function of the position was staff services†.

SUBSTITUTION: Satisfactory completion of a Master's Degree\* may be substituted for one year of the required experience.

NOTE #1: Experience obtained as an intern in public or institutional administration may be substituted for an equal amount of the required experience.

NOTE #2: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

†DEFINITION: Staff service functions are generally support or back up functions to higher-level administrators. This could involve office management; participation in budget preparation and monitoring; payroll and personnel type functions; involvement in the development and/or review of department-wide practices and procedures; evaluating departmental operations; participation in planning; financial recordkeeping, accounting and management activities; purchasing; public relations, community relations, public information activities; and other similar functions. "Line" functions involved in the delivery of services or in the day to day operations of a department would not be qualifying experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

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J.C.: Competitive†  
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Job Class Code: C0013  
C2563 (WCC)  
Job Group: X