

**JOB TITLE:** ADMINISTRATIVE ASSISTANT II

**REPORTS TO:** Designated Supervisory Personnel

**POSITION PURPOSE:**

Performs a variety of non-sensitive, non-confidential clerical support tasks within an assigned area; receives and handles calls and visitors; maintains data in manual or automated systems; types a variety of forms, correspondence, and other documents; maintains departmental files; sorts and distributes mail; assists customers/clients; and performs other duties as assigned.

**NATURE & SCOPE:**

This position is subject to board policies, administrative rules and procedures, department regulations and applicable State and Federal statutes. This position carries no administrative authority or responsibility.

**DISTINGUISHING CHARACTERISTICS:**

This is the intermediate level class in the Administrative Assistant series. Incumbents perform clerical duties that are varied and moderately complex. Incumbent works under minimal supervision and works with greater independence than incumbents at the Administrative Assistant I level. Incumbent may adapt procedures and processes to accomplish position requirements.

The Administrative Assistant II classification is distinguished from the higher level of classification of Administrative Assistant III as the latter provides administrative and secretarial support, including work of a technical, sensitive and confidential nature, to a supervisor and/or coordinator, and serves as the primary administrative and secretarial resource for him/her. In contrast, the Administrative Assistant II performs work that emphasizes general clerical rather than administrative/secretarial work, and does not include work of a technical, sensitive or confidential nature.

**ESSENTIAL JOB FUNCTIONS:**

1. Performs a wide variety of moderately complex clerical work pertaining to area reception; customer service; data entry; word processing; filing; document processing; distributing/sorting mail, records, and other communications; and maintaining and updating files, records, logs.
2. Answers the telephone and determines the nature of calls; routes callers to the appropriate person or takes messages as necessary; schedules appointments and meetings; greet customers/clients in a professional business-like manner, screening requests, and referring to other persons or departments, as appropriate; responds to general questions of non-technical nature from the public, both in person and over the telephone, referring them as necessary to appropriate staff.
3. Demonstrates proficiency using standard office equipment, including but not limited to computer, copier, fax machine, etc.

4. Assists other staff members as needed to ensure departmental processes and procedures are performed appropriately.
5. Tabulates and reviews numerical or financial data; makes routine calculations.
6. Answers non-technical questions pertaining to area's functions and activities.
7. Prepares and/or types routine documents based on established formats, written drafts, or specific instructions; prepare reports based on established formats; prepare basic mathematical reports, tables, spreadsheets, and/or other documents.
8. Compiles and maintains data and information in manual and/or automated system.
9. Initiates, reviews, updates, completes, and processes a variety of forms and document; and verifies that information is complete in accordance with established requirements.
10. Provides routine support for meetings; prepares meeting room and materials; contacts participants to confirm attendance; distributes materials to participants; maintain mailing information; take and transcribe non-confidential/non-sensitive minutes, if assigned.
11. Maintains a variety of files and filing systems by sorting and filing documents and records using alphabetical, index, cross reference, and other files; prepare outgoing mail for delivery; make copies of documents.
12. Maintains adequate levels of office supplies; re-order or pick up supplies and materials from vendors or other departments, as necessary; reconciles errors in orders received and invoices; and resolves errors in orders received and invoices.
13. Participates in adapting/developing programs and office support procedures, routines, forms and record keeping systems to accomplish department's clerical responsibilities.
14. Obtains quotes from vendors, as directed, and provides printing estimates to ESD customers.
15. Audits reports and/or records systems periodically, notifying appropriate individuals of discrepancies and correcting information as required.
16. Prepare basic statistical reports, tables, spreadsheets, and/or other documents.
17. Coordinates logistics for meetings and workshops by making room, registration and travel arrangements as necessary. Participates in developing agendas by collecting related materials; attends non-confidential/non-sensitive meetings to record proceedings and transcribes minutes; and distributes minutes to group members.
18. Maintains regular and timely attendance.

**OTHER JOB FUNCTIONS:**

1. Provides back-up support to other staff in case of absence or as needed.
2. Attends department or other staff meetings.
3. May require travel to different sites.
4. Performs other related duties as assigned.

**WORKING CONDITIONS:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed in a typical office environment and is subject to moderate noise.

## **PHYSICAL DEMANDS:**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. **Mobility:** Frequent sitting for long periods of time; occasional bending or squatting.
2. **Lifting:** Frequently up to 10 pounds; occasional up to 25 pounds.
3. **Vision:** Constant use of overall vision; frequent reading and close-up work; occasional color and depth vision.
4. **Dexterity:** frequent use of keyboard; frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching.
5. **Hearing/talking:** frequent hearing and talking, in person and on telephone.
6. **Emotional/Psychological:** frequent decision-making and concentration; frequent public and/or co-worker contact; occasional working alone.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

1. English usage, spelling, vocabulary, grammar, and punctuation.
2. Ability to perform calculations using basic mathematics, including addition, subtraction, multiplication, division, fractions, and percentages.
3. In depth knowledge of specialized office practices, procedures, and equipment appropriate for assigned responsibilities.
4. Ability to interpret and apply program/department information in making work decisions or in providing information to others.
5. Basic proficiency in operating word processing (including template design), databases, and other office software programs; and ability to orient/train others in this area.
6. Ability to work with minimal supervision and make appropriate decisions regarding work methods and priorities.
7. Ability to set up and maintain varied computerized filing and record keeping systems.
8. Ability to communicate effectively with customers, staff and the general public using tact, courtesy, and good judgment.
9. Demonstrates proficiency using computers, office equipment, and standardized business software to maintain data and prepare a variety of correspondence, forms, reports, and other documents.
10. Ability to understand and implement oral and written instructions.
11. Ability to organize, research, and maintain a variety of documents, materials, and information
12. Ability to locate, identify, and correct inaccurate or incomplete information.
13. Ability to work with accuracy and attention to detail to meet deadlines.
14. Ability to learn specialized automated systems used in the department.
15. Communicates effectively, both orally and in writing.
16. Establishes and maintains effective working relationships with those contacted in the course of work.
17. Understands and demonstrates office management and clerical methods and procedures.
18. Understands and demonstrates the principles and practices of customer service.
19. Ability to multi-task and work as part of a team.

**MINIMUM QUALIFICATIONS:**

High School diploma, G.E.D., or equivalent. A minimum of three (3) years of clerical experience at a level comparable to Administrative Assistant I is required. Any satisfactory equivalent combination of education, training and experience that demonstrates the knowledge, skills, and abilities to perform the duties of the job proficiently may substitute for the above requirements. Bilingual and/or experience in a government organization desirable. Valid drivers license and available vehicle may be required depending on specific assignment.

**I have reviewed and understand the above mentioned job responsibilities and essential duties, and I acknowledge that I am able to perform the essential functions.**

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Employee Print Name Signature

Date: \_\_\_\_\_

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Supervisor Print Name Signature

Date: \_\_\_\_\_