



ADMINISTRATIVE ASSISTANT IV

CHARACTERISTICS OF WORK:

This is administrative work which involves assisting in formulating and directing the activities of an agency, division, institution, or department. Incumbents perform a variety of important administrative duties in developing and carrying out departmental programs. The work includes responsibility for analyzing administrative problems, and requires the exercise of a high degree of independent judgment in the establishment, interpretation, application and enforcement of statutes, rules, regulations, and policies. Incumbents work under the supervision of an agency, division, institution, or department head who assigns their duties or responsibilities and delegates authority. The work is subject to general review through conferences, post-audits, personal inspections, and written reports for conformity with established policies and delineated areas of discretion.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Master's Degree from an accredited four-year college or university;

AND

Experience:

One (1) year of experience in work related to the described duties.

OR

Education:

A Bachelor's Degree from an accredited four-year college or university;

AND

Experience:

Two (2) years of experience in work related to the described duties.

OR

Education:

Graduation from a four-year high school or equivalent (GED);.

AND

Experience:

Six (6) years of experience in work related to the above described duties.

Substitution Statement:

Graduation from a standard four-year high school or equivalent (GED), related education, and related experience may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; and use hands to finger, handle, or feel objects, tools, or controls. The incumbent is frequently required to walk and to reach with hands and arms. The incumbent is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Technology Application: Selects and understands procedures, machines, or tools that will produce the desired results; identifies or solves problems in machines, computers, or other technologies as they are related to performing tasks. Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Arithmetic/Mathematical Reasoning: Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages. Solves practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

Conscientiousness: Displays a high level of effort and commitment towards performing work. Demonstrates responsible behavior.

Eye-Hand Coordination: Accurately coordinates one's eyes with one's fingers, wrists, or arms to perform job-related tasks (for example, to move, carry, or manipulate objects), or to perform other job related tasks.

Flexibility: Adapts quickly to changes. Remains open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Listening: Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Manages and Organizes Information: Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

Memory: Recalls information that has been presented previously.

Mental Visualization: Sees things in the mind by mentally organizing and processing symbols, pictures, graphs, objects, or other information. For example, sees a building from a blueprint, or sees the flow of work activities from reading a work plan.

Perceptual Speed: Sees detail in words, numbers, pictures, and graphs quickly and accurately.

Organizational Awareness: Knows the organization's mission and functions; Knows how social, political, organizational, and technological systems work and operates effectively within them. This includes the policies, procedures, rules and regulations of the work unit or organization.

Reading: Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling. Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning: Discovers or selects rules, principles, or relationships between facts and other information. Analyzes information and makes correct inferences or draws accurate conclusions.

Problem Solving: Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Oral Communication: Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Teamwork: Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Technical Competence: Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job experience; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Writing: Recognizes or uses correct English grammar, punctuation, and spelling; communicates to communicate thoughts, ideas, information, and messages in writing. information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Learning: Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Stamina: Performs repetitive tasks effectively over a long period of time, for example, data entry and coding.

Stress Tolerance: Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Assists administrative superior by performing and overseeing a variety of clerical functions.
2. Assists in the management and organization of special projects/programs, which includes serving as a liaison to agency personnel, to other public and private agencies, and/or to the general public.
3. Assists and coordinates the activities of office staff.
4. Performs administrative tasks including preparing reports, maintaining general accounts, and processing other departmental paperwork.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Drafts and/or types correspondence.

Receives and distributes mail.

Receives incoming telephone calls.

Retrieves and updates information.

Maintains calendar of events and personal agendas.

Uses basic office equipment including a copy machine, computer, typewriter, fax machine and calculator in performing office supporting functions.

Maintains department files, records and inventory.

Reads and interprets related policies, regulations, statutes, and general project/program information.

Organizes and schedules meetings.

Coordinates project/program activities.

Prepares and disseminates written and verbal information on projects/programs.

Reviews and assesses program status.

Serves as a liaison to department personnel, other public and private agencies and/or the general public.

Researches and collects requested information.

Exercises judgement in solving routine problems.

Coordinates activities of staff based on project/program needs.

Assigns work to staff.

Reviews the work of staff for quality and accuracy.

May serve on behalf of the administrative superior in his/her absence.

Prepares and/or generates reports.

Processes requests and requisitions.

Completes various forms related to office activities.

Prepares and maintains financial documents.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.