

Jurisdictional Class: Competitive  
EEO Category: Administrative Support  
Revised: 10/01/2021

## **ADMINISTRATIVE ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this class is responsible for the performance of a variety of administrative and management functions designed to free the attention of the department head/supervisor for other technical, planning, and policy matters. The tasks in this class are more managerial in nature rather than clerical. The tasks of employees in this class call for a knowledge of the basic principles of office management, such as one would obtain through formal education, comparable on-the-job training and/or intensified study in the field over a long period of time. An Administrative Assistant is expected to have a working knowledge of research practices, organization and methods, finance, personnel, purchasing, programming and budgeting, and related staff services, including typing and keyboarding skills. The incumbent is expected to apply the above skills in the solution of problems that have few, if any, guidelines. The work is performed in accordance with broad objectives outlined by the department head/supervisor, permitting the employee latitude for the exercise of independent judgment. Immediate supervision may be exercised over subordinate employees. The incumbent performs related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Supervises, coordinates and expedites the various functions of a department/program;  
Assists superior in the planning, review, analysis, evaluation and recommendation for improvement of department/program procedures, policies, regulations, contracts, management information systems and other areas;  
Plans, compiles, prepares, maintains and supervises the coordination of statistical, financial and accounting data and reports;  
Coordinates and supervises the maintenance of agency financial, payroll, personnel and attendance records;  
Compiles, analyzes and prepares research studies, reports and position papers on a variety of subject matter;  
Coordinates and develops techniques for evaluation of service delivery, special programs and model projects;  
Establishes working relationships and maintains contacts with State and local officials, agency units and other departments and public agencies to explain department/program functions, to assist in solving mutual problems, and to develop improved services and public relations;  
Researches and prepares releases to the news media for department head approval;  
Participates in administrative, organizational and management studies and in professional conference and training programs;  
Conducts and reviews staff needs assessments for divisions or department;  
Operates various office equipment;  
May perform department/program budgetary tasks, requests and/or recommendations;  
May interpret State and Federal regulations and mandates;  
May confer with administrators in coordinating and planning for services;  
May process applications, research and prepare reports and proposals.

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Page Two

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of principles and practices of management; good knowledge of modern administrative organizational and personnel theory, practices and policies; good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; good knowledge of functions and operations of department to which assigned; working knowledge of research practices; working knowledge of finance, personnel, purchasing, programming, budgeting, and other staff services; ability to operate a personal computer and proficiency in Microsoft Office ability to handle routine administrative details independently, including the composition of letters and memoranda; ability to supervise and review the work of others; ability to conduct management and administrative studies and to prepare reports; ability to work well with others and to secure their cooperation; ability to understand and carry out complex oral and written instructions; ability to communicate effectively, both orally and in writing; ability to operate office equipment; sound judgment; tact and courtesy; resourcefulness.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree **AND** two (2) years of experience in administrative support\*; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience in administrative support\*.

\*Administrative support may include tasks such as planning management activities, ordering office supplies or inventory, preparation of reports, producing and distributing various types of correspondence, budget preparation, maintaining contact lists and/or spreadsheets, project management, and other closely related activities.

**NOTE:**

- 1. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.
- 2. A certificate issued by a regionally accredited or New York State registered college in Medical Transcription, Small Business Administration, Communication Skills, Finance, Insurance, Managerial Accounting, Medical Assistant, Supervisory Management, or closely related field, may be substituted for one (1) year of experience.

Adopted: 03/01/1982

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04/11/2003; 08/28/2007; 04/10/2018; 10/01/2021