

ADMINISTRATIVE SERVICES ASSISTANT 1

Nature of Work

Under general supervision, performs administrative work in providing support services such as fiscal personnel, payroll or procurement in a small division or equivalent organization level. May function in an assist role or in a specialized capacity in a large agency or department. Develops or assists in developing and implements plans/procedures for resolving operational problems and in improving administrative services. Work is typically varied and includes inter- and intra-governmental and public contact. Performs related work as required.

Distinguishing Characteristics

Positions in a small agency or division may be responsible for a significant administrative component; other positions assist an administrative supervisor in a large state agency. Authority to vary work me or policy applications or to *commit* the agency to alternative course of action is limited.

Examples of Work

Confers with inter- and intra-agency personnel to transact business, gather information, or discuss information; may be in a position with public or federal government contact. Gathers and compiles information for state records; writes reports, balances tally sheets, and monitors inventories, purchases, and sales.

Updates records and contacts employees to gather information; represents the supervisor or unit in area of assignment at in-house meetings.

Maintains files of information in hard copy files or electronic format; runs reports for regular or intermittent review.

Assists in determining the need for changes in procedures, guidelines and formats; devises a solution; monitors the success of solutions by devising quantitative/qualitative measures to document the improvement of services.

Assists in the writing of manuals in the area of assignment; clarifies the wording and describes new procedures accurately.

Knowledge, Skills and Abilities -

Knowledge of regulations, processes and procedures in the area of assignment.

Knowledge of general office practices and procedures.

Knowledge of state and federal laws and regulations related to the area of assignment.

Ability to collect and compile accurate information.

Ability to conceptualize the nature of service difficulties and devise appropriate work methods, tools, configurations to correct the problem.

Ability to prepare flowcharts, graphs and status reports.

Ability to communicate with a wide variety of people, both orally and in writing.

Ability to perform basic arithmetic.

Minimum Qualifications

Training:

Graduation from an accredited college or university. Preference may be given to candidates with a major in the area of public: or business administration, accounting, industrial relations, communications or related field.

Substitution:

Additional qualifying experience as described below may be substituted for required training.

Experience:

One year of full-time or equivalent part-time paid employment in a technical or advanced clerical position providing administrative services such as accounting, budgeting, project monitoring, and personnel, or procurement and property.

Substitution:

Successful completion of graduate study in an accredited college or university in one of the above fields may be substituted for the required experience on a year-for-year basis.