

# Administrative Assistant

Dept: Global

FLSA Status: Non-Exempt

## General Definition of Work

Performs intermediate administrative support work involving a variety of office assistance tasks for the department, providing program support, preparing and maintaining files and records, assisting staff with administrative projects and related work as apparent or assigned. Work is performed under the limited supervision of the department director and any applicable department staff.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Answers telephone, greets visitors, provides information or routes callers to appropriate personnel, takes messages as appropriate and answers inquiries from the public by phone or from walk-ins.
- Compiles and maintains information packets, schedules meetings and attends various meetings; takes and transcribes minutes for various staff; assists with the preparation of meeting agendas and packets.
- May assist with the preparation and monitoring of the operating budget.
- Maintains work calendar/schedules and dispatches employees to work sites.
- Receives and deposits money.
- Receives, sorts, processes and distributes incoming and outgoing mail.
- Handles accounts payable and payroll for the department.
- Prepares various reports and compilations of information as needed; composes, designs and types letters, memos, minutes, fliers, etc.; develops and maintains filing systems.
- Operates and maintains a variety of standard office equipment; maintains repair and/or maintenance records on equipment and vehicles, as necessary.
- Orders and maintains office supplies; maintains inventory of supplies and parts.
- Collects, copies and assimilates data from clients to be used in determining eligibility for agency programs.
- Incumbents in this position may perform duties specific to department operation or daily needs, outside those listed above.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Thorough knowledge of standard office practices, procedures, equipment and office assistance techniques; thorough knowledge of business English, spelling and arithmetic; general knowledge of county and department programs and policies; general knowledge of the use of a multi-line telephone system; ability to read and understand basic county and state policies and procedures of limited scope and difficulty; ability to make arithmetic computation using whole numbers, fractions and decimals; ability to type accurately at a reasonable rate of speed; ability to operate standard office and computer equipment and perform basic word processing and/or simple data entry; ability to establish and maintain effective working relationships with associates and the general public.

## Education and Experience

High school diploma or GED and one to three year's experience, or equivalent combination of education and experience.

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## Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work frequently sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; no special vocal communication skills are required; no special hearing perception is required; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

## Special Requirements

None.

## Competencies

**Business Ethics:** Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

**Communications:** Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

**Customer Service:** Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

**Dependability:** Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

**Job Knowledge:** Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

**Quality:** Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

**Relationship Building:** Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

**Initiative:** Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

# Administrative Assistant

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Name (Printed)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date