

OFFICE AND ADMINISTRATIVE SPECIALIST INTERMEDIATE

KIND OF WORK

Administrative support work providing a variety of office services.

NATURE AND PURPOSE

Under general supervision, compiles, reviews and maintains a variety of fiscal and program records, written materials and reports using multiple procedures, typing, computer and technical program knowledge. Maintains special data bases, mailing lists and manuals. Writes general correspondence. Provides technical advice to other office staff.

The Office and Administrative Specialist Intermediate differs from the Office and Administrative Specialist in the following ways:

Intermediate: At the Intermediate level, incumbents need knowledge of multiple procedures and program guidelines to make decisions. Decisions often are non-routine and the incumbent is required to explain procedures, how the procedures add meaning to services as well as the rationale for their decisions. Employees at this level may also need advanced word processing skills, knowledge of specialized software and technical terminology.

Office and Administrative Specialist: At the this level, incumbents process work and make decisions based on clearly defined criteria. They communicate the reasons for decisions and actions, but they generally do not explain or justify procedures. Basic skills in word processing and the use of other office equipment are typically sufficient.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Prepares written and oral replies on a wide range of subjects. Responses are often non-routine and explain procedures and the rationale for decisions.

Processes applications for services based on procedural knowledge of a specific program.

Gathers, verifies and summarizes data for fiscal and administrative reports.

Prepares complex schedules using specialized software.

Prepares consultant contracts and internal requisitions, pays consultants, special speakers and vendors according to established procedures.

Prepares packets of information for special committees, customers and staff.

Provides internal customers (agency employees that receive incumbent's services) with information, assistance and services. Issues may require explanations of somewhat complicated procedures and/or cover multiple program areas.

Schedules, trains and gives technical guidance to co-workers.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Program procedures sufficient to prepare correspondence, reports and informational packets.

Record keeping systems sufficient to maintain administrative and fiscal data and to prepare reports.

General office equipment and procedures such as basic math, typing, data entry and related functions.

Business English, spelling, grammar and typing sufficient to type and edit a variety of written documents.

General office practices.

Special computer software for some positions.

Legal, medical and/or other technical terminology for some positions.

Ability to:

Use good human relations skills to interact with others (common courtesy, tact, interest in positive problem solving, empathy and logical organization of ideas).

Research a variety of topics and summarize information into clear and concise correspondence and reports.

Type a variety of letters, forms, accounting and financial statements and reports.

Maintain the confidentiality of private information according to law, rules, policies and procedures.

Organize and prioritize one's own work.

Understand and apply oral and written instructions.

Est.: 7/97

Rev.:

T.C.:

Former Title(s):