

## OFFICE AND ADMINISTRATIVE SPECIALIST SENIOR

### KIND OF WORK

Administrative support work providing a variety of office services.

### NATURE AND PURPOSE

Under general supervision, provides administrative support to a major program area. This may include developing administrative procedures, responding orally and in writing to a wide range of technical questions and reviewing and selecting mail to independently research and answer. Often, responses will be sent under the incumbent's signature. In some positions, incumbents may be required to know technical terminology, special software programs, and/or word processing. Incumbents may make budget recommendations and monitor expenditures. Some positions may provide work direction to other employees, students, volunteers, residents and/or inmates.

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

- Senior: at the Senior level, incumbents are responsible for an administrative area that typically supports a complex program. Seniors are delegated authority to administer the key support activities. The program area and supporting administrative tasks will be complicated because of their broad scope, multiple and sometime ambiguous procedures and rules and/or technical depth. Seniors initiate a wide range of activities to ensure that services and program deadlines are met according to established guidelines, rules and statutes. Incumbents research and respond to issues that may have no immediate solutions within established procedures and guidelines. They may also direct the work of other staff, students etc. to ensure that the program area is supported.
- Intermediate: at the Intermediate level, incumbents usually perform a variety of administrative tasks but do not have authority for an entire administrative area. Typically Intermediates perform complex typing, monitor fiscal reports, research and compile fiscal and administrative reports and perform specialized tasks such as processing applications for services. Most of the time, problem solving involves choosing solutions from alternates that are clearly defined.

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

Approves applications for services where decisions require incumbents to apply their knowledge of specialized program guidelines, select relevant data among multiple variables and research situations that fall outside of existing procedures.

Prepares agendas and information packets for meetings and seminars.

Reviews and selects mail to independently research and answer for program and/or executive staff.

Develops, implements and maintains office procedures and work systems to resolve existing problems or to respond to new systems or policies.

Develops internal deadlines for submission of paper work, completion of daily work and completion of special assignments.

Prepares and maintains budget, payroll, procurement, human resource and other record systems to ensure accuracy of data and conformance with statutes and policies.

Collects and analyzes data for fiscal and administrative reports; adjusts and corrects errors to avoid potential data problems.

Provides internal customers (agency employees that receive incumbent's services) with information, assistance and services. Issues are often complicated, varied and at times, controversial. Final answers and resolutions of problems frequently require research and repeated discussions/interviews with customers.

Trains co-workers, student employees, etc. in specific tasks and procedures to improve and maintain performance levels.

Provides work direction and technical assistance to other staff, students, volunteers, residents and/or inmates.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Program guidelines sufficient to establish procedures and deadlines; prepare correspondence and fiscal and administrative reports.

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

Office practices and equipment sufficient to develop and improve work procedures and forms.

Principles and practices of office management sufficient to plan, assign and review the work of other staff.

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Class Specification

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

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).

Analyze a variety of data, select relevant information and integrate data into meaningful responses and reports.

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

Understand and carry out oral and written instructions.

Establish and maintain complex record systems based on substantial program knowledge.

Organize and prioritize one's own and others work.

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

Est.: 7/97

Rev.:

T.C.:

Former Title(s):