

OFFICE AND ADMINISTRATIVE SPECIALIST PRINCIPAL

KIND OF WORK

Coordination of a complicated administrative support program; or assistant to executive staff.

NATURE AND PURPOSE

Under limited supervision, coordinates a large administrative support program that affects a significant number of citizens, agency employees or governmental and/or private organizations. Employees in this class develop procedures and guidelines to govern the program area and may also be assigned their own budget. Often, incumbents serve as experts based on their thorough knowledge and ability to interpret policies and procedures. They may also share this expertise with other staff as a technical advisor or by directing the work of employees, volunteers, students, inmates and/or residents. In some positions, employees serve as assistants to executive staff.

The Office and Administrative Specialist Principal differs from the Office and Administrative Specialist Senior in the follow ways:

- Office and Administrative Specialist Principal: at this level, employees have overall program responsibility including defining and organizing the program's structure, guidelines and procedures. Incumbents have the authority, knowledge and judgment to devise solutions which may fall outside existing policies and procedures. Administering a program area also requires knowledge of technical areas such as budgeting and purchasing. If the program structure and procedures are well-defined by others, the position is not at the Principal level.
- Office and Administrative Specialist Senior: at this level, employees provide administrative support to a program(s) directed by other staff. They are delegated authority to administer the key support activities. Seniors initiate a wide range of activities to ensure that services and program deadlines are met according to established guidelines, rules and statutes.

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

Develops procedures and guidelines to support a specialized program area.

Modifies procedures and guidelines based on changes in automated systems, statutes and program goals.

Serves as the agency's technical expert for a specialized program area.

Determines the program's fiscal needs and develops budget requests.

Resolves specific technical and procedural problems, scheduling, equipment and other resource needs in cooperation with other staff.

Reviews the technical aspects of others' work products and provides training as needed.

Provides work direction to other employees, students, volunteers, inmates and/or residents.

Approves applications for services where decisions require incumbents to apply their expert program knowledge. Some situations will require an interpretation of guidelines and statutes.

Provides internal customers (agency employees that receive incumbent's services) with information, assistance and services. Issues are often complicated and may require knowledge, authority and judgment to devise solutions that fall outside existing policies and procedures.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Extensive knowledge of a specialized program area sufficient to serve as a technical expert and train and direct the work of others.

Knowledge of laws and regulations governing a specialized program area sufficient to develop procedures and program guidelines.

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

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.

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

Speak and write clearly to present program information to other groups, individuals or agencies or to collaborate on program activities.

Est.: 7/97
Rev.:

T.C.:
Former Title(s):