



Job Description

Administrative Assistant

I. General Description

Administrative assistants perform support activities for staff members. Administrative assistants are engaged with multiple administrators and staff members to communicate, facilitate, manage, and use technology for internal/external service delivery duties. The duties include: facilitating work flow; having strong verbal and written skills; creating and maintaining office suite technology; collaborating and problem-solving; support internal/external information gathering and analysis; completing internal budgetary development, execution, and analysis; completing reports and documents promptly; and having the technology skill sets such as software, phone, copier, printer, and fax machines. Each Agency employee is expected to further the mission of the Agency by serving on committees, working on projects, joining leadership groups and other activities as determined by the Agency and their supervisor.

II. Responsibilities

Provide high quality office administrative support:

- Set and execute work flow routines, especially communications, in a prompt and timely manner.
- Facilitate and trouble-shoot technology/software applications including other technology such as phones, copiers, printers, fax machines, and so on.
- Establish an efficient clerical system for processing and maintaining current records.
- Provide high quality customer service internally and externally.
- Collaborate and problem-solve.
- Assist in preparing, monitoring, and reconciling budgets.
- Manage the meetings, appointments/calendars, schedules, and work flow for designated work groups.
- Draft correspondences and communications for designated work groups.
- Support the completion of reports/documents and follow appropriate formats.
- Maintain appropriate confidentiality of all matters.
- Other duties as assigned.

III. Qualifications

Education: High School Diploma or equivalent

Job Skills and Responsibilities:

CATEGORIES	JOB SKILLS	RESPONSIBILITIES
COMMUNICATING	• Strong verbal & written skills • Electronic communication	• Communicate verbally & numerically electronically • Promptly execute internal & external communications • Stay current with communication media • Confidentiality
FACILITATING	• Administrative work flow • Collaborator/problem solver • Service information gathering & analysis • Supporting licensed staff	• Assist staff with clerical needs • Collaborate and problem-solve • Support information gathering & analysis • Set and execute work flow routines • Stay current with work flow skills
MANAGING	• Internal budgets • Internal employee documents • Compiling information • Presenting information	• Complete reports and/or documents • Complete internal budgetary functions • Complete internal personnel functions
TECHNOLOGY	• Microsoft Office • Google (recent version) • All other office equipment (phone, fax machine, copier, printer, etc.)	• Troubleshooting • Stay current with technology • Effectively use technology

IV. Special Requirement Summary

(Circle) Sedentary (Light) Medium Heavy

V. Physical Requirements

	Never 0%	Occasional 1-32%	Frequent 33-66%	Constant 67%+
A. Standing		X		
B. Walking		X		
C. Sitting			X	
D. Bending/Stooping		X		
E. Reaching		X		
F. Climbing		X		
G. Driving		X		
H. Manual Dexterity Tasks			X	

VI. Reports to: Department Coordinator

VII. Essential Functions

% of Time

1. Set and execute work flow routines
2. Provide high quality customer service
3. Establishes an efficient clerical system for processing and maintaining current records
4. Maintains the confidentiality of all matters
5. Effectively work with diverse groups of people, work with a high degree of accuracy and demonstrate a high level of organizational skills

VIII. Other Requirements

IX. Working Conditions

A. (inside) Outside Both

B. Climatic Environment: Heated and air-conditioned office

C. Hazards: Stairs