

Administrative Assistant - Level 4 Tompkins County

Department: Tompkins Cortland Community College

Classification: Competitive

Labor Grade: L (12) TC3: \$27.637/hr

Approved: 06/22/1970

Revised: 4/79; 9/80; 8/85; 12/89; 5/91; 3/98; 1/03; 3/03; 10/9; 11/03; 1/19

By: AG, Commissioner of Personnel

MINIMUM QUALIFICATIONS: EITHER:

- (a) Graduation from a regionally accredited or New York State registered four year college or university with a bachelor's degree from a regionally accredited or New York State college or university and two years of full-time paid (or the equivalent part-time and/or volunteer) experience in office management or senior level clerical position; **OR**
- (b) Graduation from a regionally accredited or New York State registered two year college with an associate's degree and four years of full-time paid (or the equivalent part-time and/or volunteer) experience in office management or senior level clerical position; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma and six years of full-time paid (or the equivalent part-time and/or volunteer) experience in office management or senior level clerical position; **OR**
- (d) Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for assisting a department head or administrator by coordinating day-to-day office management and administrative functions. Duties include, but are not limited to, program planning, budgeting, supervision of clerical staff, fiscal management and statistical record-keeping/reporting. An Administrative Assistant – Level 4 is also responsible for relieving the head of a department or major division of administrative details such as calendar management, meeting scheduling and conference arrangements as well as relieving the official of contacts which should properly be made with subordinate staff. The psychological demands of this job are moderate with unpredictable fluctuations in work volume, frequent interruptions, shifting work priority, rush orders and conflicting priorities. At a Level 4, the employee should possess considerable interpersonal skills in order to teach, instruct or advise subordinates. He or she may be required to plan or coordinate inter-group or inter-agency cooperation. Internal contacts may be across departments within the organization and may require professional collaboration on overlapping work projects and issues. External contacts will typically be with the general public and involve the exchange of information in structured situations. The incumbent works under the general supervision of a senior staff member but enjoys considerable autonomy and independent judgment when carrying out the day-to-day activities of the office. Although guidelines and policies are available, many cases require the independent interpretation and application of guidelines or policies to specific situations. Only unusual or very complex matters are referred to the supervisor. The employee may be defined as a lead worker of a group, or be assigned to supervise specific personnel with a unit or section. The incumbent will perform any and all administrative duties that may be assigned.

TYPICAL WORK ACTIVITIES:

- The typical work activities below are illustrative only. Work activities may vary from location to location and no attempt has been made to compile a comprehensive listing of all clerical duties that may be required of an employee in this class. Assignment of appropriate routine clerical duties will be at the discretion of the appointing authority.
- At all times, the employee will provide the highest quality of customer service;
- Develops a professional network and maintains contacts with units with whom an official routinely interacts;
- Assists in the formulation of policies and procedures for the administration of various agency programs;
- Plans and supervises the collection, tabulation and analysis of statistical and financial data;
- Coordinates and supervises the maintenance of agency financial, payroll, personnel and attendance records;
- Supervises the requisition, purchase, receipt and inventory of agency supplies and equipment and maintains inventory records;

- Secures budget estimates from agency units and prepares preliminary draft of budget request;
- Supervises and expedites the preparation of records and reports; Reviews incoming mail and answers general correspondence;
- Participates in professional conference and training program; Explains department or agency functions and activities at meetings with civic groups and community organizations;
- Monitors expenditures to maintain budgetary control;
- Maintains contacts with agency units and other departments and public agencies to assist in solving mutual problems and to develop improved services and public relations;
- Reviews and updates employee job descriptions in cooperation with agency head and other supervisors;
- Supervises assigned clerical staff;
- Performs related work necessary for the efficient execution of administrative functions of the agency.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of current principles and practices of business administration of various agency programs;
- Thorough knowledge of office terminology, procedures and equipment;
- Thorough knowledge of business arithmetic and English;
- Good knowledge of the organization, functions, laws, policies and regulations of the agency to which assigned;
- Ability to handle routine administrative details independently, including the composition of letters and memoranda;
- Ability to plan, assign and review the work of others;
- Ability to understand and carry out complex oral and written instructions;
- Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment in solving complex clerical and administrative problems;
- Tact and courtesy;
- The employee's physical condition shall be commensurate with the demands of the position.