

Administrative Assistant - Level 3 Tompkins County

Department: Various Agencies Throughout Tompkins County

Classification: Competitive

Labor Grade: White Collar Grade 10; TC3 Grade G

Approved: Class-wide Clerical Analysis 06/12

Revised: 01/13; 08/15; 02/16; 4/24

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- a. Possession of an Associates degree from a regionally accredited or New York State registered college; **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) office clerical experience*; **OR**
- b. Two years of permanent competitive class status as an Administrative Assistant – Level 2; **OR**
- c. Graduation from high school or possession of a high school equivalency diploma **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) office clerical experience*; **OR**
- d. Any combination of training and experience equal to or greater than that specified in (a), (b), or (c) above.

*NOTE: Bank Teller and other types of cashiering jobs are not considered to be “office clerical”.

SPECIAL REQUIREMENTS: If required to operate a motor vehicle in the course of his/her duties, it is the responsibility of the appointing authority to ensure possession of a valid New York State drivers license at the time of appointment. The incumbent would need to maintain such license for the duration of employment.

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

DISTINGUISHING FEATURES OF THE CLASS:

This work involves the independent performance of a broad range of complex clerical operations which require an understanding of specific laws, organizational rules, policies or procedures. Specific duties will vary with the needs of the appointing authority. The routine operation of an alphanumeric keyboard and other office technology is required in this role. Ability to accurately manipulate specific software is valued over speed when performing the keyboarding function. An Administrative Assistant – Level 3 is 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 3, the employee should possess moderate interpersonal skills in order to explain information or inform others about agency regulations, policies and/or programs. Internal contacts may be across sections or divisions within the organization and may require routine administrative or highly structured work interactions. External contacts will typically be with the general public and involve the exchange of information in structured situations. The incumbent works under the direct supervision of a senior staff member but enjoys some moderate level of autonomy 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;
- Reviews documents submitted by staff members for accuracy, format and compliance with policies and procedures before forwarding to a supervisor for action or a final decision;
- Schedules appointments, answers a variety of inquiries via telephone, email and in person;
- Prepares original written correspondence for an official's signature;
- Collects information from paper and electronic files and compiles such information into a final source document;
- Prepares summaries and drafts of reports;
- Maintains personnel files for a supervisor and oversees the file management system for an agency (both computerized and manual);
- Provides administrative support including the use of a computer, and other office machines and equipment in order to accurately prepare and maintain a wide variety of agency documents such as complex correspondence, inventory, budgets, operating expenses, timecards, payroll, scheduling, state reporting, files and other departmental activities;
- Answers telephone calls and/or email correspondence providing routine information on various procedural requirements or program transactions;
- Instructs new employees in the specialized work of a unit, assigns duties, performs day-to-day supervision and reviews performance;
- Receives internal and external customers, ascertains their business, and refers them as appropriate;
- May be required prepare an agenda, take notes, and prepare minutes of meetings;
- May be required to maintain electronic files, or alphabetic, numeric and/or chronological paper files;
- May be required to periodically purge obsolete material in accordance with a records retention schedule;
- May prepare and maintain time records, payroll data or other task that might require basic mathematical calculations;
- The incumbent will be required to perform all routine clerical work determined essential to the efficient and economical functioning of the office to which assigned.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of basic office terminology, procedures and equipment;
- Thorough knowledge of the English language; including the ability to alphabetize, spell correctly, and use appropriate grammar and proper punctuation;
- Thorough knowledge of business arithmetic;
- Good knowledge of the organization, functions, laws, policies, rules and regulations that govern the agency to which appointed;
- Skill, ability and desire to provide excellent customer service;
- Ability to handle routine administrative details independently, including the composition or original written correspondence (reports, letters, memoranda or email);
- Ability to establish and maintain professional networks and cooperative working relationships with a variety of individuals, governmental departments and private agencies;
- Ability to plan and supervise the work of others;
- Ability to deal courteously and effectively with the public - in person, by telephone and through email or by other electronic means;
- Ability to accurately operate an alphanumeric keyboard and utilize various types of software (speed is not a significant factor in the keyboarding activity);
- Ability to understand and follow complex oral and written instructions;
- Ability to communicate complex concepts effectively, both orally and in writing;
- Ability to maintain accurate, neat and legible records;
- Ability to perform close, detailed work that may involve considerable visual effort and strain;
- Initiative, resourcefulness, accuracy, tact, neatness, courtesy and good judgment are required;
- The employee's physical condition shall be commensurate with the demands of the position.

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