



# Administrative Assistant

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
ADMINISTRATIVE ASSISTANT I	0150	A09	\$26,781 - \$37,859
ADMINISTRATIVE ASSISTANT II	0152	A11	\$29,332 - \$44,355
ADMINISTRATIVE ASSISTANT III	0154	A13	\$32,439 - \$49,388
ADMINISTRATIVE ASSISTANT IV	0156	A15	\$35,976 - \$55,045
ADMINISTRATIVE ASSISTANT V	0158	A17	\$39,976 - \$61,399
ADMINISTRATIVE ASSISTANT VI	0159	A19	\$45,244 - \$72,408

## GENERAL DESCRIPTION

Performs administrative support work involving disseminating information, preparing correspondence, and maintaining filing systems.

## EXAMPLES OF WORK PERFORMED

Prepares and disseminates information concerning agency programs, services, and procedures.

Prepares, edits, and distributes correspondence, reports, studies, forms, and documents.

Answers and routes phone calls; routes mail, files, and orders; and maintains office supplies.

Creates, maintains, and enters information into databases.

Compiles data for charts, graphs, databases, summaries, or reports.

Maintains scheduling and event calendars.

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at level VI may also perform work listed within the previous levels.*

**Note:** *Factors that may distinguish between entry and journey levels include the degree of independence in performing the work, the complexity of the work, the scope of responsibility, and the employee's related experience. Other factors may include the size of the department, division, or workgroup the employee supports, reporting relationships, and placement in the organization. Employees at the journey level may independently perform the full range of work listed in the examples above or may routinely assist others in that work. They may also assist others performing work of greater complexity.*

**ADMINISTRATIVE ASSISTANT I:** Performs entry-level administrative support work. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited experience or no experience and spend the majority of their time performing simple to routine work following standard practices. Employees may also assist others in performing work of greater complexity.

**ADMINISTRATIVE ASSISTANT II:** Performs routine (journey-level) administrative support work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may fully perform a variety of routine daily tasks but may often rely on direction from others to solve problems that are not standard. Employees may respond to basic inquiries and explain routine administrative rules, regulations, policies, and procedures.

**ADMINISTRATIVE ASSISTANT III:** Performs complex (journey-level) administrative support work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate meetings, conferences, and seminars.
- Coordinate and schedule travel and appointments for professional staff.
- Maintain filing systems, including recording information, updating paperwork, or maintaining documents, records, correspondence, or other material.

***Note:** Any senior-level employee (levels IV-VI) may serve in a lead or supervisory role; however, supervisory responsibilities within this job classification series should be limited to a small number of administrative staff and will normally be found at levels V and VI. Senior-level employees may perform the full range of work listed in the examples above and may coordinate or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight; the nature, complexity, or scope of the work performed, or of the program or procedure the employee supports; the classification of staff the employee supports; and the employee's related experience. For example, an Administrative Assistant performing support work for a manager or director may be classified at a higher level than an Administrative Assistant who provides similar support for staff with no supervisory or oversight responsibility.*

**ADMINISTRATIVE ASSISTANT IV:** Performs highly complex (senior-level) administrative support work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment; may occasionally receive instruction or assistance as new, unusual, or unique situations arise and assist others in performing higher-level work. Employees at this level may:

- Explain and disseminate information concerning agency programs and procedures.
- Compile materials for meetings, conferences, seminars, presentations, and trainings.
- Perform, organize, and administer travel arrangements for management.
- Conduct administrative reviews of reports, documents, applications, or summaries to ensure administrative completeness.
- Respond to inquiries regarding technical program or administrative regulations, policies, and procedures.
- Compile and edit data for charts, graphs, and databases, and prepare summaries or reports.

- Provide guidance to other staff performing clerical and administrative work.

**ADMINISTRATIVE ASSISTANT V:** Performs advanced (senior-level) administrative support work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Perform administrative edits to data in charts, graphs, and databases; and prepare summaries or reports.
- Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.

**ADMINISTRATIVE ASSISTANT VI:** Performs highly advanced (senior-level) administrative support work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Implement new administrative systems and procedures.
- Evaluate the effectiveness of office practices and administrative procedures.

## GENERAL QUALIFICATION GUIDELINES

### EXPERIENCE AND EDUCATION

Experience in clerical or administrative support work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

### KNOWLEDGE, SKILLS, AND ABILITIES

#### For all levels

- Knowledge of office practices and administrative procedures.
- Skill in the use of standard office equipment and software.
- Ability to communicate effectively.

#### Additional for Administrative Assistant II – VI levels

- Ability to implement administrative systems and procedures and to interpret rules, regulations, policies, and procedures.

#### Additional for Administrative Assistant IV – VI levels

- Ability to provide guidance to others.

#### Additional for Administrative Assistant V – VI levels

- Ability to evaluate the effectiveness of new administrative systems and procedures and to supervise the work of other administrative support staff.