

Administrative Assistant I

Summary of Role

Communicates and explains routine and general information about standard services, processes, and procedures using prescribed or established guidelines. Screens and directs clients /visitors to appropriate source. Provides answers to requests for general information in written format. Gathers readily available information from office records and drafts documents (e-mails, memos, etc.) to be reviewed by others. Organizes own work tasks and establishes priorities in response to work flow of the office or work unit. May coordinate tasks with others. Identifies and recognizes problems that have established precedents and limited impact. Refers non-standard questions and problems to higher levels.

Scope

- Communicates and explains routine and general information about standard services, processes, and procedures using prescribed or established guidelines. Screens and directs clients /visitors to appropriate source.
- Proofreads own and those documents written by others for grammar, spelling, punctuation, and basic formatting. Provides answers to requests for general information in written format.
- Uses a variety of office equipment information systems (e.g. telephone, computer with standard department/unit software, fax, copier, etc.) to access, input, and verify standard information.
- Organizes own work tasks and establishes priorities in response to work flow of the office or work unit. May coordinate tasks with others.
- Identifies and recognizes problems that have established precedents and limited impact. Refers non-standard questions and problems to higher levels.
- Understands general operation of functional unit, to include knowledge of staff and program responsibilities. Applies knowledge necessary to provide answers to “frequently asked questions”.
- Uses established filing and data systems, functions, and/or procedures. Reviews data and information for completeness and accuracy using standard guidelines.

Education and Experience

Graduation from high school; or an equivalent combination of education and experience.