

Administrative Assistant II

Summary of Role

Responds to questions/issues that deviate from standard operating procedures by determining and consulting appropriate resources such as policies, manuals or other staff members. Schedules and coordinates appointments, meetings and events. Composes written communication with guidance using standard information and formats. Composes correspondence involving program or operational procedures independently from general instructions or brief summaries. Routinely coordinates with others to complete tasks. May plan and facilitate the support activities of others as it relates to the processes and procedures of the office/unit. Monitors and reconciles departmental or program budget and tracks travel and office expenditures.

Scope

- Responds to questions/issues that deviate from standard operating procedures by determining and consulting appropriate resources such as policies, manuals or other staff. Responds to requests for program and procedural information. Obtains information from and provides information to appropriate sources.
- Schedules and coordinates appointments, meetings and events.
- Composes correspondence involving program or operational procedures independently from general instructions or brief summaries.
- Selects, understands and fully applies features of a variety of software programs, machines or office equipment.
- May serve as a resource to others on a variety of subjects including office equipment and software applications.
- Routinely coordinates with others to complete tasks. May plan and facilitate the support activities of others.
- Assesses unprecedented problems that require research and review of policy and procedures having moderate impact. Applies judgment for problem resolutions based on delegated authority from supervisor.
- Understands programs and services in order to apply this knowledge in problem-solving and responding to most questions and inquiries.
- Monitors and reconciles departmental or program budget and tracks travel and office expenditures.

Education and Experience

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