

ADMINISTRATIVE ASSISTANT II

DISTINGUISHING FEATURES OF THE CLASS: This is important office management and liaison work involving the frequent exercise of independent judgment in planning and coordinating the non-technical activities of a major department or a major unit. This position differs from the Administrative Assistant I position in virtue of the complexity of the work, independence of action, and number of department employees impacted. The work involves responsibility for personally handling administrative details in order to free the time of the administrator for planning, policy-making, programming, and coordinating. The work is performed under general supervision. Direct supervision may be exercised over clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Screens incoming mail, conducts general correspondence, and routes balance to proper official or unit; Ensures the accuracy and professional appearance of documents and correspondence representing the department; Processes and follows up on various types of requests and claims; May coordinate and supervise the maintenance of personnel records or other records; May coordinate preparation of payrolls; May include entry, maintenance, and quality assurance of data in multiple computer systems, as well as written records; May research potential sources of funding; May prepare and submit grant applications, including budgets, and submit grant progress reports; Secures budget estimate data, makes budget estimate studies, assists in preparation of budget, assists in and the maintenance of the budget control; Interviews and screens office callers, including journalists, salespeople, and others and furnishes general information about departmental functions and activities; Maintains contacts with units within a department and with other public and private agencies to assist in solving mutual problems, and develop improved services and public relations; Collects and compiles data and statistics; Makes organizational work flow and efficiency studies and submits recommendations for the improvement of procedures and the solution of administrative problems; Assists administrative superiors in carrying out specialized services of a department or major unit.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of office terminology, procedures, and methods; Thorough knowledge of business arithmetic and English; Thorough knowledge of modern office machines; Thorough knowledge of the principles and modern practices of office and personnel management; Working knowledge of the principles and modern practices of account keeping and budget control; Good knowledge of the functions of local government and of the character of relationships between departments and between public and private agencies; Good communication skills; Demonstrated ability to organize, assign, coordinate and review the work of clerical subordinates; Ability to understand and carry out complex oral and written directions; Ability to prepare correspondence and reports; Ability to present oral and written comments and opinions clearly and concisely; Ability to deal effectively with the public; Ability to readily acquire familiarity with departmental organization, functions, laws, policies, and regulations; Good judgment in solving complex clerical and administrative problems; Initiative and resourcefulness; Tact and courtesy; Integrity; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a college or university with an Associate's Degree in Public or Business Administration, or related field, and two years' full time clerical and accounting experience in a professional office setting; **OR**
- B. (1) Graduation from high school or possession of a high school equivalency diploma and (2) six years of full time responsible clerical experience, which shall have included two years of account keeping responsibilities or related work; **OR**
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Approved 12/10/07

Revised 5/23/17; 11/27/23

Reviewed 7/10/18; 8/4/21; 9/5/24