

ADMINISTRATIVE AIDE III

NATURE AND VARIETY OF WORK

This is highly responsible and advanced secretarial/administrative work designed to relieve and important official of administrative detail. Work at this level is distinguished from the II level by lead work responsibilities and more involvement in coordinating and manage office activities. Incumbents are required to apply a good working knowledge of the programs under supervisor's control to the solution of procedural and management problems. Work at this level and the higher levels in this class series also involve handling highly sensitive and confidential issues and related activities. Incumbents in this class work independently under general supervision of an administrative supervisor (generally grades G-28 to G-30). Work performance is evaluated in terms of accuracy, and timely completion of projects and assignments.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Performs advanced secretarial/administrative duties that may include liaison, and coordinative functions.

Independently determines and prioritizes assignments.

Leads lower level clerical employees in work assignments.

Maintains an appointment calendar and schedules appointments for the supervisor, and for professional staff when required.

Transmits policies and instructions to key staff members and explains policies/programs/services to the general public.

Plans, develops, organizes and implements methods and procedures for day-to-day office operations.

Notifies appropriate individuals about schedules meetings, provides participants with necessary information and materials, and prepares agendas.

Takes and transcribes difficult dictation (shorthand or machine) involving technical terminology, including correspondence, bulletins, reports, memoranda, speech drafts, formal acceptances or regrets, and other material on general, special or technical subjects.

Responsible for the maintenance of the office filing system.

Interviews citizen complainants in order to determine jurisdiction, nature, and validity of complainants; resolves complaints or refers them as appropriate.

Screens and prioritizes telephone calls and/or visitors.

Organizes, coordinates, and disseminates information to County employees, citizens, civic groups, government officials, and others.

Proofreads outgoing correspondence for accuracy and adherence to policy.

Utilizes typewriter, data point and/or other automated office equipment in generating memoranda, letters, reports and related documents.

Attends management meetings or presentations, takes notes and prepares minutes.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Considerable knowledge of secretarial practices and procedures in order to perform advanced secretarial/administrative duties.

Thorough knowledge of office practices, procedures, systems and equipment.

Skill in operation of a variety of standard office equipment.

Ability to communicate effectively both orally and in writing.

Ability to use tact, diplomacy, and discretion in performing office duties and to maintain confidentiality when necessary.

Ability to conduct research and prepare accurate reports.

Ability to perform advanced secretarial/administrative duties that may include taking and transcribing of oral dictation.

Ability to establish and maintain accurate files.

Ability to lead/coordinate the work of subordinates.

MINIMUM QUALIFICATIONS

Must have experience in the Administrative Aide II level equal to the length of the probationary period; or Associates degree in Business Administration or Secretarial Science and one (1) year of secretarial/administrative experience which involved working with the public, office management and operational details. Any equivalent combination of relevant training, education and experience will also be accepted. Applicant must be proficient in typing where required.

EXAMINATION

Applicants may be required to pass written, performance or other tests.