

## ADMINISTRATIVE ASSOCIATE

GRADE 21

*FLSA Status: Non-Exempt*

### **GENERAL DEFINITION OF WORK:**

Performs responsible paraprofessional work providing a variety of administrative, secretarial and office management support functions; does related work as required. Work is performed under regular supervision. Limited supervision may be exercised over subordinate personnel.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Preparing, maintaining, retrieving and receiving records and files; taking and transcribing dictation; typing, word and data processing duties; serving as receptionist; assisting the public in various aspects.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Orders supplies and maintains various inventories; verifies budget balances; matches purchase orders and invoices; applies appropriate budget codes; maintains vendor files.
- Maintains accounting, budget, personnel and payroll records; assists with budget preparation, maintenance and account reconciliation; maintains petty cash fund.
- Gathers and enters a variety of complex data into computer system; prepares a variety of complex and specialized reports; handles confidential data and other sensitive information.
- Takes, transcribes and/or types minutes of meetings and hearings of a complicated nature; prepares and distributes minutes; maintains appointment schedules and calendars; makes travel arrangements.
- Receives and screens telephone calls; answers inquiries regarding unit operations and directs calls to staff and other offices as appropriate.
- Types general correspondence, memorandum, reports, schedules, official notices, statistical tables, responses, bids, bid tabulations, case records and other materials from rough draft, copy, marginal notes or verbal instruction.
- Receives, processes and accounts for various revenues; receives and processes various applications, permits, etc.; reviews incoming items for accuracy, completeness and conformance to departmental requirements.
- Develops and maintains cross-referenced office files and a variety of other specialized records; sets up filing systems; sorts, indexes and files material alphabetically, numerically, geographically or by other predetermined classification.
- Assists with the selection process; trains subordinate or assigned personnel; assigns and monitors status of work.
- Operates standard office, data entry and word processing equipment; receives and processes incoming and outgoing mail.
- Performs customer service functions; provides assistance and information related to department programs, eligibility, procedures, forms, or other issues; responds to routine questions or complaints.
- Enters a variety of information into computer; conducts computer inquiries to research information; prepares, maintains and records correspondence, logs, notices, narratives, reports, records, or other documents.
- Performs administrative functions; prepares and mails notices to clients; and responds to email messages; designs and maintains various tracking logs.
- Performs general clerical tasks, which may include answering telephones, making copies, sorting/distributing incoming mail, sending/receiving faxes, shredding documentation or delivery/picking up documentation.
- Serve as backup for other staff members on specific tasks as needed.
- Performs related tasks as required.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of office practices and procedures; thorough knowledge and ability to use correct grammar, vocabulary and spelling; general knowledge of office automation equipment and software including word processing, database management and spreadsheets; some knowledge of arithmetic and its uses in general office work; ability to communicate ideas effectively in both oral and written forms; ability to gather and give basic information and instructions on departmental programs based on inquiries; ability to enter data, key or type at a reasonable rate of speed; ability to establish and maintain effective working relationships with associates and the general public.

### **EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to graduation from high school supplemented by courses in secretarial science and considerable clerical and office administration experience.

### **PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **SPECIAL REQUIREMENTS:**

Possession of an appropriate driver's license valid in the Commonwealth of Virginia. May require possession and maintenance of Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

VCIN/NCIC and/or Notary Public certification depending on departmental assignment.

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