Administrative Associate I

Purpose of Class: Performs office support, record keeping, routine administrative duties, and inquiry follow-up functions to assist staff in carrying out responsibilities.

Distinguishing Characteristics

Level: First in a series of four

Work Direction Received: Works under direct supervision

Direction of Others: None

Scope/Nature of Discretion: Minimal discretion; performs duties within well-defined boundaries

Examples of Duties

Screens incoming calls, gathers initial information and refers to appropriate professional staff or handles the calls personally; assists public with obtaining help from the Agency; greets visitors and directs to appropriate staff.

Provides office support services to staff including typing routine correspondence and reports; assists with production and distribution of special technical documents; keys narrative/statistical information from rough drafts/documents.

Searches for, compiles, and summarizes information from office files, documents, and non-Agency sources to meet the needs of professional staff; categorizes and files/retrieves correspondence, records, and reports within arranged files.

Uses desktop computers, maintains office equipment, orders supplies, equipment, and publications; may investigate and make purchase recommendations for new office equipment.

Sorts and distributes mail; sends form letters (including bulk mailings) and material relying on established correspondence guidelines and/or staff instructions; copies/faxes various materials and documents.

Processes/distributes incoming/outgoing mail in State Office Building or on designated route; conducts shipping/receiving activities; provides courier services; assists with moving cubicle panels, furniture, and equipment within the Department.

Maintains regular and reliable attendance.
Minimum Qualifications

High school diploma or equivalent and some experience related to the essential functions of the position. Any equivalent education and/or work experience may be substituted in order to meet the minimum qualifications of the position.

Knowledge and Abilities

Knowledge

• Formats used in written business communications
• English grammar, spelling, and composition needed for correspondence
• Types and uses of office equipment
• Computer software applications including word processing, spreadsheets, presentations, databases, and web site development and maintenance
• Working knowledge of office filing systems, scheduling processes, other office processes, support functions, and specialized terminology

Abilities

• Communicate orally and in writing with co-workers and the public
• Establish and maintain effective working relationships
• Understand and apply written/oral instructions and administrative policies/guidelines
• Locate and summarize information from files and documents
• Maintain the confidential nature of information
• Operate office equipment, including computer, to perform required duties
• Verify detailed information against established requirements