

## 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 ~~graduation~~/diploma or equivalent; ~~some positions may require postsecondary coursework or on-the-job training in office practices and procedures~~ 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