Office Associate IV

**Purpose of Class:** Performs varied administrative and office support activities, adding detail and follow-up, to assist administrative/professional staff with program and administrative operations; performs complex activities frequently requiring specialized knowledge of the rules, regulations, and administrative guidance of the program, Agency, and state. Executes well-developed skills such as website development and maintenance, and bookkeeping/accounting.

**Distinguishing Characteristics**

- **Level:** Fourth in a series of six

- **Work Direction Received:** Works under general supervision

- **Direction of Others:** Guides/Oversees; may lead in providing work direction

- **Scope/Nature of Discretion:** General discretion; performs duties with moderate opportunity to exercise independence within broadly-defined policies and procedures

**Examples of Duties**

Plans, organizes, and implements work assignments/courses of action as directed to meet the goals and objectives of the program or activities; reviews incoming correspondence and utilizes decision making as to action to be taken.

Collects and summarizes data from statistical, accounting, or other administrative records to measure progress and facilitate program planning; compiles records and reports of accomplishments and activities; provides information for making administrative decisions. May support the administration/coordination of grant activities.

Arranges for meetings, assuring appropriate selection of time, location, and agenda; makes travel plans and arrangements; arranges conference sites, including meals and registrations, and prepares and processes necessary documentation; coordinates the preparation, ordering, and delivery of program materials; processes necessary forms for expense reimbursement, purchasing and payment, travel, and other functions.

Assists Agency staff, state and local officials, as well as the general public, in facilitating the proper application of policies, procedures, and processes.

Designs and formats a variety of presentations, brochures, and related documents; prepares forms and processes materials to be mailed; manages filing system relating to materials; creates and maintains data to provide selected information to staff and outside sources.

Maintains computer/office equipment, computer software, subscriptions and office supply inventories.
Examples of Duties (continued)

Sorts and reviews mail; disposes of office detail not requiring official action; sends form letters and other materials, prepares group e-mails and bulk mailings, all relying on established correspondence guidelines/staff instructions; copies/faxes various materials and documents; orders and maintains office supplies, equipment, and publications.

Maintains regular and reliable attendance.

Minimum Qualifications

High school diploma or equivalent; postsecondary coursework in office practices and procedures; and three years of related experience related to the essential functions of the position, in office practices and procedures; may require knowledge of basic accounting procedures. Any equivalent combination of 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, database management, and website development and maintenance
- Working knowledge of office filing systems, scheduling processes, other office processes, support functions, and specialized terminology
- Scheduling concepts and techniques required for arranging meetings and lodging/transportation reservations
- Working knowledge of accounting/record keeping principles and practices
- Sources of information pertinent to the assigned functions

Abilities

- Communicate orally and in writing to exchange information
- Establish and maintain effective working relationships
- Understand and apply written/oral instructions
- Locate and summarize information from files and documents
- Maintain the confidential nature of information
- Operate office equipment, including computer, to perform required duties
- Prepare a variety of internal reports and documents
- Advise Agency staff and the public on Agency policies and procedures
- Formulate and recommend alternative courses of action
- Understand, interpret, and apply rules, administrative policies, and program guidelines