

**CLASS SPECIFICATION**  
**Senior Administrative Assistant**  
**Code Number: \_\_\_\_\_**

**GENERAL PURPOSE**

Under general direction, performs a wide variety of highly responsible, complex and often sensitive and confidential office administrative and secretarial/office support functions in a major Commission department; provides responsible, para-professional administrative assistance in the analysis, implementation and monitoring of programs; may supervise the work of other office support staff; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

A Senior Administrative Assistant is responsible for providing complex and responsible administrative and office support functions requiring a thorough knowledge of department procedures and precedents. Incumbents also perform difficult, diverse and sensitive duties in support of key Commission executives, department heads or other key management personnel and their organizational units. Incumbents may supervise the work of other office clerical and support staff.

A Senior Administrative Assistant is distinguished from other office support and secretarial classes in that an incumbent of this class is assigned to a major organizational unit, reporting to one of the Commission's top executives or managers. Incumbents perform a wide variety of responsible and complex administrative and para-professional duties assisting and supporting managers and staff in the research, analysis, implementation and monitoring of programs and/or activities having an agency-wide impact.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Plans, organizes, controls, integrates and evaluates the work of assigned staff; develops, implements and monitors work plans to achieve goals and objectives.

Ensures a high performance, customer service-oriented work environment which reflects agency values and supports achieving the department's and the Commission's mission, goals and objectives.

Participates in the development and implementation of department and/or agency policies and procedures.

Provides administrative and office support to a key Commission executive or manager and other unit staff, typing and/or drafting memoranda, correspondence, Commission transmittals and other documents and reports; ensures materials and reports for signature are accurate and complete; maintains appointment calendars, coordinating meetings, screening requests for the manager's time and assisting him/her with effective time management; proofreads and checks typed and other materials for accuracy, completeness and compliance with Commission standards, policies and procedures.

Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and use of sound independent judgment; responds to complaints from tenants, property owners, officials, Commission staff and the public, refers the complaint to appropriate staff and/or takes or recommends action to resolve the complaint; reviews, determines the priority and routes incoming correspondence.

Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculations; organizes and maintains office files; conducts special studies and recommends organizational, procedural or other changes.

Provides responsible para-professional and technical assistance in the analysis, implementation and monitoring of department and/or agency-wide programs.

Assists in developing and compiling the annual department budget; monitors preparation and distribution of budget and financial reports; directs and participates in implementing the department's records management procedures in accordance with the requirements of the Commission's records management program; maintains department personnel files, documents and time sheets; coordinates and participates in purchasing equipment, materials and supplies.

When assigned to Information Systems, coordinates and monitors performance of contractors involved in the maintenance and servicing of the Commission's telephone system.

## **OTHER DUTIES**

Serves on special Commission and department committees and task forces.

Prepares agenda and minutes for special groups and coordinates the completion of staff assignments for presentation to such groups.

May provide notary public services for execution of documents.

Provides telecommunications services, including voice mail and telephone system usage training; provides liaison support between the telecommunications system vendor and the Commission; ensures telecommunications system users receive technical support and assistance in a timely and accurate manner.

Provides oversight and support related to key office equipment (e.g. copiers, telephones, fax machines, etc.).

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Office administrative and management practices and procedures; principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation; Commission organization, rules, policies, and procedures, relating to the administration of a Commission department; the Commission's Personnel Rules and Regulations; basic data processing principles and the use of word processing and computer equipment and software; record keeping, filing and purchasing practices and procedures.

### **Ability to:**

Operate a computer terminal and/or computer using word processing, spreadsheet, database and other standard business software; type accurately at a speed necessary to meet the requirements of the position; organize, set priorities and exercise sound independent judgment within areas of responsibility; interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies; train others in work processes and procedures; organize, research and maintain complex and extensive office files; compose correspondence from brief instructions; communicate clearly and effectively orally and in writing; prepare clear, accurate and concise records and reports by established deadlines; maintain sensitive and confidential information; use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers; establish and maintain highly effective working relationships with officials, staff, tenants, property owners, the public and others encountered in the course of work.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or GED equivalent and six years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Physical Demands**

While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands to operate, finger, handle or feel office equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

## **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data; use math and mathematical reasoning; analyze and solve problems; learn and apply new information; perform highly detailed work on multiple, concurrent tasks with frequent interruptions; meet intensive and changing deadlines and interact with officials, staff, tenants, property owners, and the public.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees in this class generally work under typical office conditions.