

Storey County Job Description

Administrative Assistant II

Class Title: Administrative Assistant II
Reports To: Respective Department Supervisor
FLSA Status: Non-Exempt
Grade: 116
Created: 09/04/08
Last Revised: 11/28/11; 07/10/14

JOB SUMMARY: Under general supervision, provides a variety of routine to somewhat complex clerical support, financial, and administrative duties which may include receptionist, word processing, data entry, record keeping, and filing duties in support of the organization. The incumbent provides general information and assistance to other staff, departments, and the public. This position may have specific department related duties which will be included in a detailed Position Statement.

DISTINGUISHING CHARACTERISTICS: This position is considered intermediate-level in the Administrative Assistant classification. As such, the position provides a variety of administrative and clerical support for the organization's administrative functions at the direction of the supervisor. As experience is gained, the incumbent works more independently within established guidelines. This position level is distinguished from the Administrative Assistant I classification by a greater level of proficiency and depth of knowledge that can be applied following clear guidelines or with a higher level of independence. At this level, guidelines are provided; however, a greater level of judgment is used to apply skills effectively.

EXAMPLES OF ESSENTIAL FUNCTIONS: The duties listed below are examples of the work typically performed by an employee in this position. Performance of these functions is the reason the job exists. An employee may not be assigned all duties listed and may be assigned duties which are not listed below. The position may also include department-specific duties which will be included in a detailed Position Statement. The duties listed in the Position Statement shall also be considered Essential Functions of the position.

- Answers telephones and e-mails, works in cooperation with other appropriate staff to cover phones; addresses customers who arrive at the office; provides customers routine and non-routine information, and directs them to appropriate resources, staff, and departments.
- Prepares and routes correspondence, memos, forms, reports, e-mails, and other materials from rough-draft or otherwise as generally directed by the supervisor or senior staff.
- Types and designs general correspondence, memos, charts, tables, graphs, business plans, and other similar documents; proofreads copies for spelling, grammar, and layout, and makes appropriate changes; responsible for accuracy and clarity on final copy.

- Prepares periodic and special reports and spreadsheets using databases, standard and customized software programs, and other computerized formats to meet organizational needs.
- Provides public records and appropriate information to citizens and groups, other departments and outside agencies, the media, and other requesting parties; provides and explains the appropriate use and completion of forms and documents.
- Takes minutes of official meetings and transcribes notes into finalized formats.
- Researched and compiles information needed for meetings, reports, and information requests by citizens, agencies, and other entities.
- Enters data into computer systems or databases; records, codes, and verifies information for completeness and accuracy; maintains records, compiles data, and prepares reports and summaries in conformance with predetermined policies and procedures.
- Searches files and records for information requested by staff and/or the public; sorts, categorizes, and files documents and records; maintains controls files on matters in progress; maintains and updates resource materials to aid in department efficiency and improvement.
- Produces hard-copy and electronic documents and reports; receives, sends, and delivers faxes, documents, and reports; compiles figures and data.
- Runs errands including, but not limited to, making bank deposits, retrieving mail at the post office, retrieving information and documents from other departments and jurisdictions, and similar tasks.
- Sorts, distributes, and otherwise processes incoming and outgoing mail; drafts written responses and replies by telephone or e-mail when needed; responds to routine requests for documents and information.
- Receives, records, and deposits bills, fees, payments, cash, checks, credit cards; processes and maintains work orders, requisitions, billings, invoices, and service requests; retrieves and enters data and prepares periodic and special reports; creates routine and customized reports, tracking systems, spreadsheets, and databases.
- Handles confidential and non-routine information in conformance with established policies and procedures.
- Provides clerical assistance to other staff for special projects; works independently and with a team.
- Schedules, organizes, and arranges complex activities including, but not limited to, meetings, travel, conferences, and department activities.
- Performs related duties as described in the Position Statement.

QUALIFICATIONS:*Knowledge of*

- Correct verbal and written use of the English language, including grammar, spelling, punctuation, and sentence structure;
- Operation of basic modern office equipment such as telephones, fax machines, copiers, and personal computers;
- Principles of customer services and working within a team-oriented work environment;
- Telephone and general reception procedures;
- Basic record keeping and bookkeeping principles and practices;
- Computer systems applications including, but not limited to, Microsoft *Windows*, *Word*, *Excel*, *Outlook*, *Access*, *Power Point*, AS400 systems, and other programs and systems applicable to the position;
- Research methods using the internet; federal, state, and local law databases, including for example NRS and NAC, according to organizational policies and procedures; and
- Required knowledge listed in or described in the Position Statement.

Ability to

- Perform a broad range of clerical tasks following guidelines and instructions with accuracy and speed;
- Type at a rate sufficient to perform assigned duties;
- Understand and carry out oral and written directions;
- Perform basic arithmetic calculations using a calculator;
- Format basic correspondence and reports following instructions and procedural manuals;
- Learn and apply general office procedures and policies;
- Maintain and organize accurate files and records;
- Provide quality customer service, including the ability to respond to the public and others in a courteous, respectful, and timely manner during normal and stressful conditions;
- Provide factual information in-person and over the telephone consistent in conformance with the organizational policies and procedures;
- Establish and maintain cooperative and effective working relationships with management, staff, and public;
- Operate a personal computer, and programs including, but not limited to, spreadsheet, database, and word processing software; performs basic functions of an AS400 system;
- Organize and prioritize fundamental work responsibilities; multi-task and adjust priorities rapidly;

- Handle confidential and non-routine information in conformance with established policies and procedures;
- Carry out an assortment of special and ongoing projects independently and with a team; and
- Continue education and training to remain current on latest policies, practices, and required certifications.

LICENSING, EDUCATION & OTHER REQUIREMENTS:

- Possess and maintain a valid Nevada Driver License.
- The ability to pass a criminal background investigation.
- Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is possession of a high school diploma or equivalency, two years of progressively responsible experience working in an office setting, preparing correspondence and reports, compiling data, and customer service.
- The Position Statement may include other licensing, education, and requirements that are not listed herein.

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT: The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- ***Physical Requirements.*** Strength, dexterity, coordination, and vision to use a keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary. The ability to communicate via telephone. Light lifting (up to 25 pounds) is occasionally required. *In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.*
- ***Working Environment.*** Position functions indoors in an office type environment where most work is performed at a desk. Position may require occasional travel by car to carry out deliveries or pick up material. Working environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those

contained in this document and may be required to have specific job-related knowledge and skills.

Effective the _____ day of _____, 2014.

Upon approval the above language shall be amended into the Agreement between Storey County Government and Storey County Employees' Association AFSCME Comstock Chapter.

Storey County Government

Storey County AFSCME Local Union

Patrick Whitten
County Manager

Tobi Whitten, Union President
AFSCME Comstock Chapter

Austin Osborne
Administrative Officer