

The Maryland-National Capital Park and Planning Commission

TITLE: Administrative Assistant I GRADE: HC4 DATE: 3/7/2018
SERIES: General Administrative CODE: 1130 EEO: Admin Support FLSA: Non-Exempt

Class Definition:

Under general supervision, performs entry level clerical or administrative work in support of activities that directly impacts the work unit. The range of work performed includes, but is not limited to, receiving and welcoming people, providing information, making appointments, maintaining calendars, drafting replies to routine information requests, maintaining office supplies, typing documents, entering and verifying data, coordinating office support, mailing, filing, copying, and keeping the work area orderly. Some work may be confidential or sensitive. The work contributes to the accuracy, adequacy and timeliness of the work performed by the unit of assignment. Applies knowledge of administrative, clerical support systems, procedures and practices and uses standard equipment to perform a range of standard office support assignments. Follows procedures and applies standard solutions to a range of common or recurring problems. Interacts with people inside and outside the work unit to exchange routine and non-routine information. Performs other duties, as assigned.

Work is assigned in terms of continuing responsibilities. Specific instructions are given for new assignments. The incumbent carries out regular, recurring work independently in conformance with established policies and procedures, resolves routine work problems by selecting and applying the appropriate guideline(s), keeps the supervisor informed, and brings procedural exceptions to the supervisor or a higher-grade employee for guidance or resolution. The work is subject to review, and upon completion for conformance with instructions and other guidelines, quality, quantity, timeliness, teamwork, customer service and other factors.

Job Summary

Clerical or administrative work performed at the entry level. Responsibilities consist of receiving and welcoming people, providing information, making appointments, maintaining calendars, drafting replies to routine information requests, maintaining office supplies, typing documents, entering and verifying data, coordinating office support, mailing, filing, copying, and keeping the work area orderly. Incumbents are tasked with ensuring the accuracy, adequacy and timeliness of assignments.

Examples of Important Duties:

1. Types a variety of correspondence according to established office procedures. Proofreads work and makes corrections to ensure error-free final copy.
2. Creates basic spreadsheets and enters data. Performs simple spreadsheet functions such as sorting and totaling. Compiles data to assist supervisor in drafting or preparing correspondence, memoranda and reports.
3. Serves as receptionist. Screens callers and visitors. Answers questions, provides information, or directs requests to appropriate individual for response. Fulfills requests for information. Drafts replies to routine requests relating to office operations. Refers more difficult matters to appropriate person.

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4. Receives, opens, screens, sorts and delivers mail. Responds to mail requests where desired action is clear.
5. Orders office supplies, publications, equipment and other related items. Maintains inventory.
6. May assist staff to provide administrative program support. Works with staff, community groups and others to provide information, gather data, and prepare appropriate records.
7. Makes copies. May operate printing, collating, inserting or sealing, mailing and mass copy production equipment. Keeps work area orderly.
8. Performs operator-level maintenance on office equipment. May contact repair service for repair and maintenance work.
9. Maintains calendar for supervisor or staff, makes appointments, arranges meeting facilities and helps provide or ensure other logistical support. Makes travel arrangements. Alerts supervisor and staff of scheduled events, deadlines, or pending matters and provides back-up materials.
10. Maintains office filing systems. Creates new files. Sorts and files correspondence, reports and other items alphabetically, numerically or alpha-numerically.
11. May coordinate computer, telephone and other office logistical support for the unit.
12. Communicates and interacts effectively with business contacts. Establishes, maintains, or enhances, working relationships with internal and external contacts.
13. Uses a computer and modern office suite software (such as MS Office), enterprise and specialized software for communicating, scheduling activities, recording data, researching, requisitioning and preparing documents.

Important Worker Characteristics:

- A. Knowledge of, and skill in using:
 - (1) Administrative and clerical support systems, procedures, practices and equipment to perform such functions as (a) screening callers and visitors, (b) typing from hard copy and rough drafts and using spreadsheets, (c) filing, (d) proof-reading for spelling, typographical errors, conformance to formats and procedural requirements, (e) scheduling appointments and making arrangements for time, participants and location of meetings in accordance with established procedures and instructions of supervisor, (f) assembling background information needed by staff, (g) requisitioning office supplies, equipment, publications, and maintaining office supply inventory levels, and (h) coordinating computer, telephone and other office logistical support.

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- (2) Specific clerical and administrative support bodies of information pertinent to the unit of assignment such as a range of programmatic and transactional processes and procedures*.
- (3) Commission organization, policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include composing routine correspondence and preparing routine reports; and compiling data and other materials.
- C. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. This includes knowledge of, and skill in, punctuation and spelling to proofread and type documents, to edit them according to the supervisor's preferences, and to draft routine, non-technical correspondence.
- D. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.
- E. Skill in using a computer, modern office suite software (such as MS Office), enterprise and specialized software.

Minimum Qualifications (MQs):

1. High school diploma or a Certificate of General Educational Development (GED).
2. One (1) year of experience in administrative support and clerical work or customer service.
3. An equivalent combination of education and experience may be substituted, which together total 1 year.

Working Conditions:

Works in an office setting; may work outdoors briefly on an incidental basis. Work is primarily sedentary and requires very light to light physical effort; may require greater physical effort on an incidental basis. May be subject to various job demands such as high volume of work and tight deadlines.