

The Maryland-National Capital Park and Planning Commission

TITLE: Administrative Assistant III GRADE: HC6 DATE: 3/7/2018
SERIES: General Administrative CODE: 1132 EEO: Admin Support FLSA: Non-Exempt

Class Definition:

Under direction, performs technical support work to control, review and process a variety of materials and documents encompassing one or more administrative management areas (such as, but not limited to, finance, contracting and purchasing, human resources or planning board support). The range of work includes, but is not limited to collecting, compiling, preparing and processing data, actions and documents, reporting data or transactions, and performing other types of business processing. Monitors administrative processes to ensure consistency, accuracy and conformance with policies and procedures. Conducts research on designated topics. May perform general office and administrative support work to ensure efficiency and effectiveness of office operations. Work may be confidential or sensitive. Work has important impact on the accuracy, timeliness, reliability and procedural compliance of a range of technical support work. Applies knowledge of business processes and transactions within the assigned administrative management work areas, knowledge of general administrative or clerical support systems and knowledge of the organization to ensure work products and services are effective. Independently performs various types of processes, systems and methods to solve a variety of problems. Interacts with people inside and outside the work unit to exchange routine and non-routine information. Performs other duties, as assigned.

Assignments are made in terms of ongoing functional responsibilities, requirements of specific assignments and anticipated problems. The incumbent independently plans and carries out the work in conformance with established policies and procedures and accepted office support practices, resolves problems and deviations commonly encountered in the work by selecting and applying the appropriate guideline(s), keeps the supervisor informed and brings procedural exceptions and recommendations to the supervisor's attention for guidance or resolution. The work is expected to be accurate, timely and consistent with guidelines – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other related factors.

Job Summary

Technical support work performed to control, review and process a variety of materials and documents in one or more administrative management areas; such as finance, contracting and purchasing, human resources or planning board support. Responsibilities consist of collecting, compiling, preparing and processing data, actions and documents, reporting data or transactions, and performing other types of business processing. Incumbents are tasked with ensuring accuracy, timeliness, reliability and procedural compliance of a range of technical support work.

Examples of Important Duties:

1. Financial. Performs financial support work. Maintains and reconciles financial reports and records to track expenditures and account balances. Prepares accounting data for processing. Estimates revenues and expenditures and prepares support documents. Provides technical support in the budget preparation, submission and execution processes. Reviews payroll information and resolves discrepancies.

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2. Contracting/Purchasing. Performs purchasing and contracting support work. Prepares, monitors, and audits contracting or purchasing records such as purchase orders, purchase cards and requisitions. Receives and processes requests for supplies and equipment. Obtains bids and price quotes and recommends best vendor. Prepares contracts using standard clauses and tracks contracts through the review and contract administration processes.
3. Human Resources. Performs technical human resources support work. Maintains confidential personnel files. Initiates, prepares, and processes paperwork such as personnel actions, performance recognition award program, tuition assistance and related support documents. Assists with recruitment and selection processes such as drafting vacancy announcements and advertisements, assists with screening applications and arranging interviews. May participate in interview and selection activities. Conducts orientation sessions for new employees to explain unit organization, policies, and procedures. Prepares personnel reports and labor distribution data.
4. Planning Board Support. Provides liaison between (a) Members of the Prince George's County Planning Board or the Montgomery County Planning Board, (b) Commission staff, or (c) the public. Provides administrative and technical support to the Planning Board members. Assist the Planning Board members with special projects and tasks, as requested. Handles Planning Board mail and assists with Planning Board meeting requests, scheduling, reminders and deliveries. Assist with travel arrangements and expense reports. Tracks time-sensitive communications, and refers to appropriate staff member for information or response. Assist with Planning Board weekly meeting setup.
5. General.
 - Assists in preparing a variety of technical and administrative correspondence, reports, and statistical documents including coordinating and editing input from professional and managerial staff. Assists in developing and enforcing office policies and procedures and coordinates technical activities with other Commission units. Provides technical assistance to professional, technical, or supervisory staff.
 - Provides administrative assistance for various programmatic activities. Guides less experienced staff and supports efforts of administrative management specialists to develop and administer programs. Interacts with staff, community groups, and others to provide information, gather data, and prepare records.

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- Serves as liaison to coordinate technical and administrative functions for a unit. May evaluate and initiate changes in office administrative practices and provide training and technical assistance to staff on administrative matters. Ensures documents and spreadsheets are prepared according to proper technical standards. Creates and uses spreadsheets (including complex tables); files (including file indexing, maintenance, and new project set-up); checks materials for grammar, syntax, spelling, punctuation, typographical errors, conformance to formats and procedural requirements. Schedules appointments and makes arrangements for time, participants and location of meetings in accordance with established procedures and instructions of supervisor. Screens callers and visitors; assembles background information; requisitions office supplies, equipment and publications. Maintains office supplies and coordinates computer, telephone and other office logistical support.
- Attends staff or committee meetings; and as assigned, represents the work unit of the supervisor.
- Communicates and interacts effectively with business contacts. Establishes and maintains, or enhances, working relationships, including teamwork, with internal and external contacts.
- Uses a computer and modern office suite software (such as MS Office), enterprise and specialized software for planning and scheduling activities, communicating, data entry or word processing, manipulating data, time and attendance reporting, requisitioning, researching, and performing other functions.

Important Worker Characteristics:

A. Knowledge of, and skill in using:

(1) A complete system of programs and specific administrative processes for (a) financial management (as in budgeting and accounting operations), (b) purchasing and contracting, (c) human resource management, or (d) another specialized administrative management domain, alone or in combination, consistent with the specific duties and responsibilities of the position of assignment.

(2) Complete administrative and clerical support systems, procedures, practices and equipment to perform or monitor such functions as (a) typing from hard copy and rough drafts and creating and using spreadsheets (including complex tables), (b) filing (including file indexing, maintenance, and new file set-up), (c) proof-reading for grammar, syntax, spelling, typographical errors, conformance to formats and procedural requirements, (d) scheduling appointments and making arrangements for time, participants and location of meetings in accordance with established procedures and instructions of supervisor, (e) screening callers and visitors, (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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(3) Specific clerical or administrative support bodies of information pertinent to the unit of assignment such as a full range of programmatic and transactional processes and procedures.*

(4) 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 maintaining and reconciling financial reports and records; estimating revenues and expenditures and preparing support documents; providing technical support in the budget preparation, submission and execution processes; obtaining bids and price quotes and recommending best vendor; preparing contracts using standard clauses, tracking them through the review process and helping administer them; and assisting with recruitment and selection processes by drafting vacancy announcements or advertisements, helping screen applications and arranging interviews.
- 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, syntax, style, grammar, punctuation and spelling to proofread and type documents, to edit them to improve clarity according to the supervisor's preferences, and to draft routine, non-technical correspondence.
- D. Interpersonal skills to interact 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 or a leader of a team.
- E. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. High school diploma or a Certificate of General Educational Development (GED).
2. Four (4) years of progressively responsible experience that includes at least two (2) years in administrative and clerical support work and at least one (1) year of technical support experience in the administrative management areas of the specific position to be filled.
3. An equivalent combination of education and experience may be substituted, which together total 4 years.

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.