

The Maryland-National Capital Park and Planning Commission

TITLE: Administrative Assistant II GRADE: HC5 DATE: 3/7/20018
SERIES: General Administrative CODE: 1131 EEO: Admin Support FLSA: Non-Exempt

Class Definition:

Under direction, performs a full range of office management and administrative support work at the full performance level. The range of work performed includes, but is not limited to, ensuring conformance with administrative policies and procedures; and recommending improvements; over-seeing administrative and clerical workflow and recommend and implement office procedures; composing and proofreading forms and correspondence; coordinating work of less experienced office support employees. Some work may be confidential or sensitive. The work contributes to the accuracy, adequacy, timeliness and other facets of clerical and administrative support of the unit or work program of assignment. Applies knowledge of complete and various administrative and clerical support systems including specialized methods or procedures and practices, and uses standard equipment, to perform a full range of skilled 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.

Assignments are made in terms of ongoing functional responsibilities and requirements of specific assignments. The incumbent independently plans and carries out the work in conformance with established policies and procedures and accepted office support practices, resolves commonly encountered work problems and deviations by selecting and applying the appropriate guideline(s), keeps the supervisor informed and brings procedural exceptions 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 factors.

Job Summary:

Office management and administrative support work performed. Responsibilities consist of ensuring conformance with administrative policies and procedures, recommending improvements, over-seeing administrative and clerical workflow and recommending and implementing office procedures; composing and proofreading forms and correspondence, coordinating work of less experienced office support employees. Incumbents are tasked with ensuring the accuracy, adequacy, timeliness and other aspects of clerical and administrative support.

Examples of Important Duties:

1. Composes a variety of correspondence, completes various forms, and proofreads, corrects, edits and produces final, clear, complete and error-free copy. Checks materials for grammar, syntax, spelling, typographical errors, conformance to formats and procedural requirements.

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2. Supports administrative and clerical workflow of the office. Implements, and may modify, office procedures and practices. May coordinate work of less experienced employees to coordinate administrative workflow within the same office, or among several offices in the same unit.
3. Screens callers and visitors. Answers questions, provides information, or directs requests to appropriate individual for response based on knowledge of staff responsibilities and other facts.
4. Maintains bookkeeping records for revenues and expenditures of the work unit. Assigns proper accounting codes. May serve as custodian of petty cash and field purchase order systems; this includes use of requisitioning and purchasing card (P-Card) systems. Verifies records for accuracy and resolves any discrepancies. Ensures conformance with established procedures.
5. Creates and uses spreadsheets to enter data and perform computations using tables, graphs, and basic statistics such as means, medians and percentiles. Extracts and compiles data from records, files, correspondence, and other documents to prepare administrative or budget reports.
6. Creates or revises presentations, brochures, information sheets and other documents or informational items for presentation, distribution or posting to the intranet or Internet.
7. Reviews catalogs and meets with vendors to evaluate office equipment, supplies, supply levels. Obtains bids and price quotes from vendors. Initiates orders and maintains supply inventory.
8. Conducts orientation sessions for new employees to explain unit organization, policies, and procedures. Completes paperwork and coordinates with other Commission offices to process personnel actions. Maintains confidential personnel files.
9. Maintains and establishes office filing systems and databases including systems or databases for new projects and subject matter. Enters and updates information. Searches files and other information sources to answer questions or assemble data for supervisor or other staff.
10. Schedules calendar for supervisor and arranges meeting facilities and other logistical support. Makes travel arrangements. Alerts supervisor and staff of scheduled events, deadlines, or pending matters, and ensures preparation or distribution of meeting agendas, packets, and minutes.
11. Receives, opens, and screens mail for work unit. Takes action or refers mail to appropriate person for response.
12. Coordinates computer, telephone and other office logistical support.

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13. May perform fingerprinting services for the unit of assignment.
14. May provide guidance to less experienced staff members to coordinate intra- and interoffice work.
15. May assist administrative management or line program staff to provide administrative or line program support. Works with staff, community groups and others to provide information, gather data, and prepare appropriate records. Collects money from public for Commission programs such as memberships, publications, entry fees and tickets. Issues documents or receipts, and records transactions.
16. Communicates and interacts effectively with business contacts. Establishes and maintains, or enhances, working relationships, including teamwork, with internal and external contacts.
17. Uses a computer and modern office suite software (such as MS Office), enterprise software and specialized software for planning and scheduling, communicating (email), word processing, entering and manipulating data, reporting time and attendance, requisitioning, researching (the Internet), and performing other functions.

Important Worker Characteristics:

- A. Knowledge of, and skill in using:
- (1) Complete administrative and clerical support systems, specialized methods and procedures, various practices and standard equipment to perform such functions as (a) controlling administrative and clerical workflow of the office, (b) typing from hard copy and rough drafts and creating and using spreadsheets (including complex tables), (c) filing (including file indexing, maintenance, and new project set-up), (d) proof-reading for grammar, syntax, 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) screening callers and visitors, (g) assembling background information needed by staff, (h) ordering office supplies, equipment, publications, and maintaining office supply inventory levels, and (i) coordinating computer, telephone and other office logistical support.
 - (2) Specific clerical and administrative support bodies of information pertinent to the unit of assignment such as a full 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.*

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- B. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem Examples include establishing or modifying a system of office procedures; organizing office work efficiently; composing routine correspondence and preparing routine reports; and compiling data and other materials to support administrative and budget reports.
- 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. Examples include exchanging routine and non-routine information about office operations and various processes.
- 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. Two (2) years of progressively responsible experience in administrative support and clerical work or customer service that typically involves performance of a range of general office support functions.
3. An equivalent combination of education and experience may be substituted, which together total 2 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.