



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0041
0042
0043

ADMINISTRATIVE ASSISTANT

SCOPE OF WORK:

Work involves activities associated with high-level administrative office support functions requiring analysis and judgement for the development, implementation, improvement, and coordination of administrative office operations of an agency or work unit. Work may involve specialization or knowledge in a specific subject matter.

DUTIES PERFORMED AT ALL LEVELS:

- Plan, coordinate, and arrange meetings and conferences around schedules of multiple individuals; coordinate and make logistical arrangements; notify meeting participants by phone, email, or correspondence; make travel and lodging arrangements.
- Communicate verbally or in writing with the public regarding processes and procedures that require application of thorough subject knowledge.
- Prepare and distribute meeting agendas; attend meetings and record proceedings; prepare and distribute minutes.
- Screen multiple documents and supporting information and search multiple sources to determine eligibility, authenticity, or identity; communicate decision to parties affected.
- Determine procedures for processing forms, documents, and other materials regarding various office functions.
- Compose general office correspondence requiring application of thorough subject matter knowledge.
- Type or key, proof, and edit correspondence, reports, and other documents requiring use of advanced software features with some integration of charts, graphics, tables, etc. from other software programs.
- Design and assist with preparation of various newsletters, publications, and reports for distribution to public officials and/or the general public.
- Perform desktop publishing; create visual presentations; prepare and publish documents for an organizational web site and maintain existing web site pages; utilize Internet sources for gathering information.
- Provide input to the design of an information database to gather and maintain information; develop databases in common office software applications, modify and update information database; retrieve data to generate reports from the database.
- Coordinate the maintenance of office equipment systems such as telephones and computers.
- Maintain stock of office supplies, equipment, and forms by ordering and receiving goods; issue goods to staff members or customers; perform physical inventory; prepare and maintain fixed assets records.
- Gather, code, compute, enter, verify, and report data and information.

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ND Class Description
Administrative Assistant

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- Complete and maintain various office records such as purchasing and inventory, payroll and personnel, and client records.
 - Perform basic payroll and bookkeeping duties such as completing payroll forms, posting accounts, preparing billings and vouchers, classifying and recording transactions, identifying and resolving discrepancies, reconciling numbers, and preparing transaction reports.
 - Participate in the development of office procedures.
 - Organize, establish, and maintain office filing systems; develop internal filing system procedures.
 - Operate standard office equipment such as computers, printers, copy and fax machines, calculators, postage meters, and imaging equipment.
 - Coordinate unique projects and special events involving facility selection and setup, coordinating staff resources and responsibilities, and securing other resources such as training materials and supplies.
 - Assist with information technology system development and selection of software to ensure systems provide the functionality and information required by evaluating office needs, testing systems, and gathering user input.
 - May train office support staff on tasks, methods, and procedures.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

ADMINISTRATIVE ASSISTANT I
GRADE F

0041

LEVEL DEFINITION:

Work at this level involves the application of knowledge regarding rules, regulations, policies, and procedures in carrying out complex administrative office support duties. Work involves completing several steps; analyzing multiple sources of data to identify facts and required action; and making and communicating decisions to customers. Work is normally performed under general supervision after initial training period.

Work differs from the Office Assistant III level in that this work is more complex because of the breadth and depth of knowledge and responsibility associated with a variety of duties and with a greater degree of impact of decisions made. The rules, regulations, methods, and procedures are well defined as with the Office Assistant III level but allow more flexibility and latitude in adapting for various situations. Since all circumstances are not covered in rules, methods, or procedures, some analysis and judgement is necessary to apply alternatives and solutions.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Provide lead work guidance to coworkers in the work unit.

MINIMUM QUALIFICATIONS:

Requires an associate degree with major coursework in office support or business or office education and one year of work experience performing a variety of office support, clerical, or secretarial work. Additional work experience performing office support, clerical, or secretarial duties may substitute for the education requirement on a year-for-year basis. Proficiency in keyboarding, specific software, personal computer, grammar, and/or spelling skills may be required for certain positions and will be stated in the job vacancy announcement at the time of recruitment to fill a vacancy.

ADMINISTRATIVE ASSISTANT II

0042

GRADE H

LEVEL DEFINITION:

Work at this level involves more complexity and accountability than the Administrative Assistant I because of authority, without prior approval, for the design and implementation of general office and administrative operations to accomplish the work unit's responsibilities. Therefore, a significant degree of judgement and decision-making is necessary to establish, modify, and maintain office procedures.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Plan, develop, create, implement, and maintain office procedures for managing the unit's workflow.
- Compose and prepare correspondence of an official and sensitive nature; coordinate staff input to correspondence.
- Design forms and records for collecting and managing information according to state laws and standards.
- Develop and prepare meeting agendas and materials for the manager; board, commission, or committee members; and other meeting participants.
- Establish methods, processes, and procedures to collect data from various sources; compile data into reports, spreadsheets, databases, or file documents for use by others in meetings and presentations to groups.
- Establish and maintain agency records management systems that include determining records retention schedules recognizing legal, archival, and administrative value of records; establish records handling and control procedures; oversee records purges.
- Assist with gathering budget and accounting-related data for unit budget development.
- Participate in the selection process to fill office support positions; train agency staff in technical office-related procedures; assign work activities to other office support staff; monitor work performance and provide input to performance evaluations.

MINIMUM QUALIFICATIONS:

Requires an associate degree with major coursework in office support or business or office education and two years of experience performing a variety of complex office support, clerical, or secretarial work which included opportunities for functioning as a project coordinator, team leader, or lead worker. Additional work experience as just described may substitute for the education requirement on a year-for-year basis. Proficiency in keyboarding, specific software, personal computer, grammar, and/or spelling skills may be required for certain positions and will be stated in the job vacancy announcement at the time of recruitment.

ADMINISTRATIVE ASSISTANT III

0043

GRADE I

LEVEL DEFINITION:

This work is considered the highest level of administrative office support. Therefore, individuals in positions assigned this classification most often report to senior-level management. Work involves significant responsibility for management and coordination of administrative office support and/or business functions, such as purchasing, printing, and fundamental accounting-related functions. Therefore, work at this level is of a highly complex and sensitive nature, often requiring extensive contact with customers and the general public, and requires a high degree of knowledge, skills, and abilities and/or specialization in specific subject matter. Work activities involve decision-making within parameters of approved policies and procedures.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Relay and explain policy or program decisions as intermediary contact for agency staff, public officials, and the general public; may represent the agency at business and/or community functions.
- Compose correspondence and draft press releases, reports, and articles for publication requiring application of thorough subject matter knowledge.
- Coordinate the release and dissemination of sensitive information.
- Perform budget development tasks such as provide input in the budget development process; advise agency management staff on budget reporting procedures; gather and analyze historical budget data, determine revenue/expenditure trends, and prepare initial budget projections based on data analysis; and ensure compliance with budget development reporting forms.
- Perform fundamental accounting-related tasks such as classifying, recording, and reporting financial transactions; preparing statements, reports, and supporting documents; identifying, researching, and resolving discrepancies; maintain ledgers,

journals, registers, etc.; reconciling statements with transactions and records; and tracking revenue and expenditures for compliance within appropriations.

- Perform research, prepare analyses, and make initial evaluations and recommendations for improvement of administrative procedures, systems, and acquisitions.
- Supervise office support staff, including participating in the selection process, assigning work, evaluating work performance, etc.

MINIMUM QUALIFICATIONS:

Requires an associate degree with coursework in office support or business or office education and four years of experience performing a variety of high-level, complex office support, clerical, or secretarial duties that included supervisory, lead work, or office coordination responsibilities. Additional work experience as just described may substitute for the education requirement on a year-for-year basis. Proficiency in keyboarding, specific software, personal computer, grammar, and/or spelling skills may be required for certain positions and will be stated in the job vacancy announcement at the time of recruitment.

Eff. Date: 5/00 – Developed to replace 0005 (Clerk, Administrative), 0073 (Administrative Secretary III), 0091-2 (Administrative Assistant I, II); 0075 Executive Secretary; 0079 (Information Processing Specialist III) 0087-8 (Information Processing Coordinator I, II)

Rev: 7/12 – Conversion to Hay System