

**Garfield County**  
**Job Description**

<b>Position Title:</b>	<b>Administrative Assistant (AA) I, II, III, IV</b>		
<b>Department/ Office:</b>		<b>Reports to:</b>	
<b>Section or Division:</b>		<b>Pay Grade:</b>	AA I: 2 AA II: 3 AA III: 4 AA IV: 5
<b>FLSA Status:</b>	Non-Exempt	<b>Driving Classification:</b>	Essential if performing the duty of courier.
<b>Supervision Exercised:</b>	None	<b>Licenses/ Certifications:</b>	Valid driver's license if performing the duty of courier.

**General Purpose:**

Perform a variety of routine and complex clerical, administrative and secretarial work in support of the Department/Office; may serve as receptionist and interact with public to provide customer service. AA IV: Act as Team Lead.

**Minimum Requirements:**

**Administrative Assistant I:**

<b>Minimum Education:</b>	High school diploma or equivalent.
<b>Minimum Experience:</b>	6 months office experience. Proficient in basic computer software applications.

**Administrative Assistant II:**

<b>Minimum Education:</b>	High school diploma or equivalent. Satisfactory completion of all relevant required courses in specialty area.
<b>Minimum Experience:</b>	6 months experience in relevant County Department or Office; or 1 year administrative, secretarial or reception experience. Proficient in relevant computer software applications.

**Administrative Assistant III:**

<b>Minimum Education:</b>	High school diploma or equivalent. Satisfactory completion of all relevant required courses in specialty area.
<b>Minimum Experience:</b>	2 years experience in relevant County Department or Office; or 3 years administrative, secretarial or reception experience in related field. Highly proficient in relevant computer software applications.

**Administrative Assistant IV:**

<b>Minimum Education:</b>	High school diploma or equivalent. Satisfactory completion of all relevant required courses in specialty area.
<b>Minimum Experience:</b>	3 years experience in relevant County Department or Office; or 4 years administrative, secretarial or reception experience in related field. Highly proficient in relevant computer software applications.

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### **Essential Functions:**

(These duties are a representative sample; position assignments and detailed work instructions may vary.)

#### **Administrative Assistant I:**

1. Under close supervision, performs a variety of routine clerical, reception, administrative and secretarial duties to assist senior and professional members of Department or Office.
2. Uses computer and software applications to accurately type and edit basic correspondence; enter data; retrieve data; search databases; conduct research; create documents; and send emails.
3. Processes various documents, ensuring that all necessary forms are complete and accurate.
4. Answers and routes telephone calls: appropriately greets caller, assesses situation. Takes accurate messages and completes transaction.
5. Assists the public and/or employees at front counter: appropriately greets visitors; answers routine questions; locates documents; fills out forms; makes copies. Displays a clear attitude of customer service.
6. Processes incoming and outgoing mail.
7. Prints, copies, assembles, distributes and files documents and maintains files.
8. Schedules appointments and maintains monthly calendar; schedules meetings and meeting rooms.
9. Attends meetings to take and transcribe notes.
10. Maintains supplies; maintains and stocks office forms.
11. Interacts with other Offices and Departments and outside organizations to obtain and provide information.
12. May function as cashier: receive and process cash, checks and/or credit card payments; balance cash drawer at the end of the day.
13. May prepare and arrange for publication of agendas and legal notices.
14. May function as courier.
15. May service court documents.
16. May conduct background checks.
17. If performing the duty of courier, drives vehicle.
18. If assigned to Public Health Department, performs emergency response roles, as requested.
19. Reviews all work products to ensure highest level of quality.
20. Performs other duties of a similar or related level as necessary or assigned.

#### **Administrative Assistant II:**

1. Under minimal supervision, performs all essential functions of the Administrative Assistant I.
2. Develops office forms and procedures.
3. Improves and updates filing system.
4. Updates Department/Office's administrative portion of County website.
5. Assists customers with higher-level transactions: provides situation assessment; instructs customers on various processes and systems; directs customers to appropriate County Offices or Departments.
6. With some supervision, composes letters, reports, newsletters and other documents.
7. Creates spreadsheets.
8. May perform routine bookkeeping tasks.
9. May create PowerPoint and other formal presentations.
10. May prepare Board and/or commission agendas and supporting materials.
11. May take minutes at Board and/or Commission meetings.
12. Performs other duties of a similar or related level as necessary or assigned.

#### **Administrative Assistant III:**

1. Performs all essential functions of the Administrative Assistant II.
2. Under minimal supervision, performs highly complex clerical, administrative and secretarial duties to assist senior and professional members of Department or Office.
3. Assists customers and/or employees with difficult and/or complex transactions. Assists customers with regulatory compliance issues.
4. Conducts complex research and processes complex documents in specialty areas.
5. Composes correspondence, reports, memoranda and other materials requiring independent judgment as to content, accuracy and completeness.

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6. Interacts with other Offices/Departments and outside individuals and/or organizations to obtain and provide complex information.
7. Cross-trains in all specialty areas; backs up other staff members as needed.
8. Assists in training new and /or temporary staff in office policies, procedures and processes.
9. May coordinate Department special public event.
10. May analyze current paper documents for scanning or discard.
11. May assist in administering payroll, payables, receivables and/or processing and submitting weekly deposits.
12. May assist in registering employees and providing travel arrangements for training classes.
13. May assist in ordering office supplies and maintaining office equipment.
14. Performs other duties of a similar or related level as necessary or assigned.

### **Administrative Assistant IV:**

1. Performs all essential functions of the Administrative Assistant III.
2. Acts as back up for Supervisor as needed.
3. Administers payroll, payables and receivables and processes and submits weekly deposits.
4. Registers employees and provides travel arrangements for training classes.
5. Orders office supplies; maintains purchasing and inventory records; and is responsible for maintenance of office equipment.
6. Assists Supervisor in Department/Office budget preparation.
7. May act as staff Team Lead, assisting Supervisor in: prioritizing and scheduling work for day-to-day operations; providing information for staff evaluations and appraisals; reviewing time cards and monitoring attendance; acting as staff resource and back up; training and checking the work of staff and any other temporary or part-time clerical or administrative workers.
8. May act as Team Lead for major County-wide special projects and/or events.
9. Performs other duties of a similar or related level as necessary or assigned.

### **Job Qualifications:**

#### **Knowledge of:**

1. Relevant Federal, state and local laws, rules, regulations, codes and/or statutes.
2. Practices and procedures specific to the Department/Office.
3. Modern office processes and procedures.
4. Keyboarding, data entry and word processing skills.
5. Grammar, spelling and punctuation.
6. Basic math skills.
7. Bookkeeping principles and practices.
8. Relevant computer hardware and software applications.

#### **Ability to:**

1. Speak, read and write the English language.
2. Communicate effectively verbally and in writing.
3. Understand and follow written and verbal instructions.
4. Type a minimum of 45 WPM (AA I). Type a minimum of 70 WPM (AA II).
5. Exercise office organizational skills such as paper and electronic filing and managing multiple priorities.
6. Effectively and efficiently provide customer service to the public.
7. Handle stressful situations in a professional manner, including angry or difficult individuals.
8. Perform cashier duties accurately.
9. File various forms of paperwork in alpha and numeric filing systems.
10. Establish and maintain effective working relationships with coworkers and supervisors, other Departments/Offices, and other agencies.
11. Use resources to solve problems.
12. Work independently.
13. Understand and practice safety procedures and precautions.
14. Maintain a high level of professionalism and confidentiality.

## Garfield County Job Description

### Internal & External Contacts:

#### **Internal Contacts:**

Frequently interacts with other Department/Office employees.

#### **External Contacts:**

Frequently interacts with the general public; occasionally interacts with boards, outside vendors or other agencies or organizations.

### Physical Activities and Work Environment:

The physical activities and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform essential functions.

#### **Required Physical Activities:**

While performing the essential functions of this job the employee is frequently required to reach, grasp, finger, stand and/or sit for long periods of time, walk, talk and hear; is occasionally required to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, peripheral vision, and ability to adjust focus.

Depending upon Department assignment, may occasionally be required to work in outside weather conditions.

If performing the duty of courier, frequently required to push, pull and/or lift up to 30 pounds from ground into trunk or seat of vehicle and lift back out from vehicle to ground.

If assigned to Public Health Department, in times of public health emergency, the employee will be required to report for specialized duties inside or outside Garfield County once their critical personal and family emergency responsibilities have been met.

#### **Work Environment:**

May be required to attend evening meetings. May be required to work extended hours at discretion of Supervisor.

The noise level in the work environment is usually moderate to loud, with frequent interruptions and multiple demands.

#### **Required Travel:**

May travel between County offices and/or to meetings in other locations.

#### **Computers and Other Equipment:**

Computer and relevant software applications; 10-key calculator; telephone system; postage machine; facsimile; copier; scanner; shredder.

May also operate: audio recording devices; TV/VCR/DVD; LCD projector; satellite broadcast system; digital camera; cell phone; handheld electronic devices; two-way radio; security system; security camera; and/or fingerprint kit.

**THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT.** Nothing in this job description restricts Garfield County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the County's current assignment of essential functions. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate by the County.