

## ADMINISTRATIVE ASSOCIATE

### **General Definition of Work:**

Performs responsible administrative support work providing assistance to the public receiving and routing the calls to proper person; does related work as required. Work is performed under regular supervision.

### **Essential Functions/Typical Tasks:**

**Answering multi-line telephone; routing calls; greeting public; providing routine information and performing office assistance tasks.**

*(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

- Answers telephones and directs incoming calls to appropriate staff or office.
- Greets walk-in public and provides assistance and/or directs them to appropriate office.
- Types a variety of documents including correspondence, memos, reports, etc.
- Prints and files variety of departmental files, records and reports.
- Processes incoming and outgoing mail.
- Schedules appointments.
- Assists with programs in-take and services.
- Assists with generating monthly reports, spreadsheets and related correspondence.
- May take and prepare minutes.
- Assigns numbers to work orders.
- Prepares invoices for services performed by the department; receives and records payments received.
- Provides general information regarding department or County activities and functions to the public.
- Performs related tasks as required.

### **Knowledge, Skills and Abilities:**

General knowledge of standard office and receptionist procedures and the operation of the switchboard; general knowledge of the functions and activities of the County and area of assignment; ability to speak clearly, understand and follow written and oral directions; ability to operate standard office and computer equipment; ability to establish and maintain effective working relationships with associates and the general public.

### **Education and Experience:**

Any combination of education and experience equivalent to graduation from high school and some office experience.

### **Physical Requirements:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for operation of machines, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **Special Requirements:**

None.

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