

# Public Works Commission

Fayetteville, North Carolina 28302

## Position Classification Plan Job Description

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**TITLE: ADMINISTRATIVE ASSISTANT II** **GRADE: 403**

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**TITLE ABBREVIATION: ADMIN ASST II** **EEO CODE: 2** **CODE: CO123**

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**FLSA CODE: HR REVIEWED DIR HUMAN RESOURCES:** **DATE:**

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**DIVISION: VARIOUS** **DEPARTMENT: VARIOUS**

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**SUPVR'S TITLE: VARIOUS APPRVD CEO/GM:** **DATE:**

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### NATURE & SCOPE:

- This position is responsible for performing moderate to complex administrative support work and involves discretion and exercise of judgment on confidential matters in assigned divisions/departments of the Public Works Commission

### ESSENTIAL DUTIES:

- Oversee, coordinate, plan, prioritize and provide work direction to subordinate staff in order to facilitate the efficient operation of an administrative office. Assist the department or function manager or staff in organizing work and performing a variety of support duties such as coordinating activities, preparing complex documents or conference or meeting planning
- Analyze and organize office operations and procedures. Research/compile/input/process and/or retrieve information from a variety of source documents and verify format/accuracy/completeness. May set precedent within limits and/or administer operating rules and procedures under management guidance
- Collect, compile, record or otherwise gather data and prepare standard and custom reports with information necessary for decision making. Use or train others to use computer applications for word processing, spreadsheets, databases, web page content preparation or scheduling
- Develop/compile/maintain/input data including complex technical work, forms, correspondence, and reports from a variety of source documents and verify format/accuracy/completeness
- Create/maintain/update complex computer documents including spreadsheets, tables, etc
- Compile/prepare/input budget data
- May maintain time/payroll records
- Prepare and monitor invoices and expenses
- Formulate procedures for systematic retention, protection, retrieval, transfer and disposal of records
- Coordinate records unique to the department such as logs, files and reports.
- Schedule and coordinate meetings/appointments/travel
- Coordinate personnel/administrative forms for the office and forwards for processing
- Record/transcribe minutes of meetings
- Apply technical and procedural know-how to get the job done in an acceptable manner; maintain appropriate skills for the position
- Maintain confidentiality of information
- Adhere to safety rules; operate and maintain assigned equipment safely/efficiently; no lost time accidents occur; participates in safety meetings/training
- Interface with internal/external customers and investigate/respond to all customer's inquiries and concerns in a professional/timely manner; refer concerns/complaints to supervisor, when appropriate; maintain composure at all times
- Latitude is allowed for the exercise of independent judgment and discretion in planning/coordinating details of the work in accordance with policy and procedures of the department to which assigned
- Assume responsibility for personal productivity, time management and quality of work
- Recognize/communicate problems and suggests solutions to supervisor
- Carry out directions and completes assignments in acceptable time frames

**ADMINISTRATIVE ASSISTANT II:** continued

- Exercise initiative/independence in developing work methods and carrying out duties within the scope of responsibility designated for the position
- Exercise independent judgment and discretion and make non-routine choices with established guidelines with minimal supervision.
- Effectively support co-workers in establishing and achieving objectives
- Maintain 98% or greater attendance percentage average
- Observe established rules/policies and operates under general supervision of assigned supervisor/manager
- Perform related work as required

**EQUIPMENT OPERATED:**

- Computer
- Calculator
- Communication equipment
- Audio Visual equipment or the Internet

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Thorough knowledge of safety rules, regulations, and procedures
- Thorough knowledge of office/administrative terminology, processes, procedures and equipment
- Thorough knowledge of vocabulary, English, grammar, punctuation, spelling and business math
- Thorough knowledge of record keeping techniques
- Knowledge of supervisory concepts and practices
- Skill in creating/maintaining/updating spreadsheets, documents, tables, etc
- Skill in operating computers and applicable software including Microsoft Office Suite
- Skill in keyboarding accurately at a moderate rate of speed
- Ability to supervise people and multiple projects
- Ability to organize/prioritize work
- Ability to prepare and maintain reports/records
- Ability to follow oral/written instructions and communicate both orally and in writing
- Ability to establish/maintain effective working relationships with all levels of employees and the public

**MINIMUM QUALIFICATIONS:** (either)

- Graduation from an accredited two (2) year college or technical institute with an Associate's Degree or certification in a business related field of study and a minimum of four (4) years of progressively responsible experience working in an administrative support position such as office assistant, senior clerk, secretary, or related experience
- Graduation from high school or possession of a high school equivalency diploma and a minimum of eight (8) years of progressively responsible experience as defined above
- Any equivalent combination of education, training and experience as defined above

**SPECIAL REQUIREMENTS:**

- Must possess/maintain a valid North Carolina Driver's License
- Proficiency in using Microsoft Office Suite, spelling and keyboarding

**PHYSICAL REQUIREMENTS:**

- Must be able to perform the essential duties of the position

**SAFETY HAZARDS:**

- Minimal

**PROTECTIVE EQUIPMENT:**

- As required in the Public Works Commission's Safety Manual

**EMPLOYER'S RIGHTS:** This job description is general and illustrative of the kind of duties required of this position. It is not exhaustive and does not contain a detailed description of all the duties that may be assigned to the incumbent occupying this position.