

Administrative Assistant Job Description

SUMMARY OF POSITION:

This position is responsible for handling office tasks, providing polite and professional assistance via phone, mail, and e-mail, and generally being a helpful and positive presence in the workplace. This position requires strong interpersonal skills, the ability to manage multiple tasks at once, and a wide breadth of experience managing clerical responsibilities.

This position may also be responsible for providing service to the public and other individuals conducting business with the Clerk's office consistent with the Clerk's Office policies.

SUPERVISION EXERCISED

This job has no supervisory responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list of duties and responsibilities is **ILLUSTRATIVE ONLY**. It is not an exclusive listing of all functions performed by the Administrative Secretary.

- Screening phone calls and routing callers to the appropriate party.
- Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research.
- Greet and assist visitors.
- Maintain polite and professional communication via phone, e-mail, and mail.
- Anticipate the needs of others in order to ensure their seamless and positive experience.
- Schedule travel arrangements.
- Send reminders regarding upcoming appointments.
- Manage communication of information in and out of the office.
- Type out correspondence letters, emails, memos, etc. (paper and electronic)
- Monitor office supplies; order and re-stock as needed.
- Ensure office is kept clean and organized at all times.
- Maintain positive and professional staff and client relationships.
- Performs other duties as assigned or required.

KNOWLEDGE AND SKILL REQUIREMENTS:

- Evidence of the practice of a high level of confidentiality. Ability to maintain confidential information.

- Considerable knowledge of and ability to use personal computers and related software (Word processing, database and spreadsheet) are required. Good typing skills are also required.
- Ability to maintain a variety of complex records and to prepare reports from such records.
- Ability to express ideas concisely and clearly, orally and in writing.
- Ability to perform the full range of recording duties and records management.
- Ability to deal tactfully and courteously with employees at all levels and the general public.
- Considerable experience and demonstrated ability to serve the public and others who do business with the Clerk's office in a courteous and professional manner.

COMPETENCY:

To perform the job successfully, an individual must demonstrate the following competencies.

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- **Oral Communication** - Effective oral communication. Speaks clearly and persuasively in positive and negative situations; listens and gets clarifications; Responds well to questions; Participates in meetings.
- **Written Communication** - Effective written communication. Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports office's goals and values.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments. Maintains a professional appearance and provides a positive company image to the public.

EDUCATION AND EXPERIENCE:

- High school diploma or GED equivalent required
- 2+ years' experience as an administrative assistant
- Fast, proficient, and accurate typist
- Extensive knowledge of Microsoft Suite and other administrative programs
- Self-starter who works well independently
- Ability to prioritize given tasks and work efficiently towards completing them
- Familiar with common office equipment (printers, copier, fax, etc.)