

ADMINISTRATIVE SERVICES ASSISTANT 2

Nature of Work: Under limited supervision, performs administrative and supervisory work in providing support services such as fiscal, personnel, payroll or procurement in a state agency or facility or serves as the assistant supervisor in a major administrative support unit of a large state agency. Develops policies and procedures for resolving operational problems and for improving administrative services. Supervises the work of office support staff in rendering required services. Work is typically varied and includes extensive inter- and intra-governmental and public contact. Has some authority to vary work methods and policy applications and to commit the agency to alternative course of action. Performs related work as required.

Distinguishing Characteristics: Positions in this class are distinguished from the Administrative Services Assistant 1 by the supervisory nature of the work performed, by the size of the unit served and by the independence of action granted. Positions in this class are responsible for a significant administrative component in a medium size agency or state facility or serves as an Assistant Director of a major administrative support component of a large state agency. Authority to vary work methods and to commit the agency to alternative course of action is granted.

Examples of Work

- Confers with inter- and intra-agency personnel to transact business, gather information, or discuss information; may be in a position with public or federal government contact.
- Conducts performance surveys and reviews agency methods of operation; devises flowcharts and graphs; may conduct cost analysis studies.
- Gathers and compiles information for state records; writes reports, balances tally sheets, and monitors inventories, purchases, and sales.
- Updates records and contacts employees to gather information; represents the agency in the area of assignment in both internal and external meetings.
- Maintains files of information in hard copy files or electronic format; runs reports for regular or intermittent review.
- Determines the need for changes in procedures, guidelines and formats; devises a solution; monitors the success of solutions by devising quantitative/qualitative measures to document the improvement of services.
- Writes manuals in the area of assignment; clarifies the wording and describes new procedures accurately.

ADMINISTRATIVE SERVICES ASSISTANT 2 (CONT'D)

Examples of Work (cont'd)

Supervises the work of Office Assistants, Accounting Assistants or other support staff.

Knowledge, Skills and Abilities

Knowledge of regulations, processes and procedures in the area of assignment.

Knowledge of general office practices and procedures.

Knowledge of state and federal laws and regulations related to the area of assignment.

Ability to collect and compile accurate information.

Ability to conceptualize the nature of service difficulties and devise appropriate work methods, tools, and configurations to correct the problem.

Ability to prepare flowcharts, graphs and status reports.

Ability to communicate with a wide variety of people, both orally and in writing.

Ability to perform basic arithmetic.

Ability to supervise the work of others.

Minimum Qualifications

Training: Graduation from an accredited college or university. Preference may be given to candidates with a major in the area of public or business administration, accounting, industrial relations, communications or related field.

Substitution: Additional qualifying experience as described below may be substituted on a year-for year basis for the required training.

Experience: Two years of full-time or equivalent part-time paid employment in a technical or professional position providing administrative services such as accounting, budgeting, project monitoring and reporting, personnel, or procurement and property.

Substitution: Successful completion of graduate study in an accredited college or university in one of the above fields may be substituted for the required experience on a year-for-year basis.

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ADMINISTRATIVE SERVICES ASSISTANT 2 (CONT'D)

AREAS OF ASSIGNMENT

Accounting, Auditing

Budget and Budget Planning

Communication

Data Processing

General Supervisory

Insurance and Retirement

Personnel Administration

Printing

Public Transportation

Purchasing

Skilled and Unskilled Labor, Trades

Training

Established: 11/16/93

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