

Jurisdictional Class: Competitive
EEO Category: Administrative Support
Revised: 07/18/2025

ADMINISTRATIVE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class is responsible for performing a variety of administrative and managerial functions, intended to allow the department head or supervisor to focus on more technical, strategic, and policy-related matters. The duties are managerial in nature rather than clerical. This position requires knowledge of the fundamental principles of office management, typically gained through formal education, comparable on-the-job training, or extensive study and experience in the field over time. An Administrative Assistant is expected to possess working knowledge of research practices, organizational methods, finance, personnel, purchasing, programming, budgeting, and related staff services, including proficiency in typing and keyboarding. The incumbent is expected to apply these skills to solve problems that have few, if any, established guidelines. Work is performed in alignment with broad objectives set by the department head or supervisor, allowing for considerable independent judgment. Supervision may be exercised over subordinate employees. The incumbent performs related duties as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Supervises, coordinates, and expedites the various functions of a department/program;
Assists superior in the planning, review, analysis, evaluation, and recommendation for improvement of department/program procedures, policies, regulations, contracts, management information systems, and other areas;
Plans, compiles, prepares, maintains, and supervises the coordination of statistical, financial, and accounting data/reports;
Coordinates and supervises the maintenance of agency financial, payroll, personnel, and attendance records;
Compiles, analyzes, and prepares research studies, reports, and position papers on a variety of subject matter;
Coordinates and develops techniques for evaluation of service delivery, special programs, and model projects;
Establishes working relationships and maintains contacts with State and local officials, agency units and other departments and public agencies to explain department/program functions, to assist in solving mutual problems, and to develop improved services and public relations;
Research and prepare releases to the news media for department head approval;
Participates in administrative, organizational, and management studies and in professional conference and training programs;
Conducts and reviews staff needs assessments for divisions or department;
Operates various office equipment;
May perform department/program budgetary tasks, requests, and/or recommendations;
May interpret State and Federal regulations and mandates;
May confer with administrators in coordinating and planning for services;
May process applications, research, and prepare reports and proposals.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of principles and practices of management; good knowledge of modern administrative organizational and personnel theory, practices and policies; good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; good knowledge of functions and operations of department to which assigned; working knowledge of research practices; working knowledge of finance, personnel, purchasing, programming, budgeting, and other staff services; ability to operate a personal computer and proficiency in Microsoft Office ability to handle routine administrative details independently, including the composition of letters and memoranda; ability to supervise and review the work of others; ability to conduct management and administrative studies and to prepare reports; ability to work well with others and to secure their cooperation; ability to understand and carry out complex oral and written instructions; ability to communicate effectively, both orally and in writing; ability to operate office equipment; sound judgment; tact and courtesy; resourcefulness.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Bachelor's Degree; **OR**
- (B) Possession of Associate's Degree **AND** two (2) years of experience in administrative support*; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience in administrative support*; **OR**
- (D) Six (6) years of experience in administrative support*.

*Administrative support may include tasks such as planning management activities, ordering office supplies or inventory, preparation of reports, producing and distributing various types of correspondence, budget preparation, maintaining contact lists and/or spreadsheets, project management, and other closely related activities.

NOTES:

1. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
2. A certificate issued by a regionally accredited or New York State registered college in Medical Transcription, Small Business Administration, Communication Skills, Finance, Insurance, Managerial Accounting, Medical Assistant, Supervisory Management, or closely related field, may be substituted for one (1) year of experience.
3. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

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Adopted: 03/01/1982

Revised: 09/01/1995, 01/22/1997, 06/02/1997, 11/09/2000, 12/11/2001, 04/11/2003, 08/28/2007,
04/10/2018, 10/01/2021, 08/15/2022, 07/18/2025