

City of Detroit
POSITION DESCRIPTION

ADMINISTRATIVE ASSISTANT IV

INTRODUCTION

Administrative Assistant IV is an advanced level paraprofessional within the City of Detroit Office of the Chief Financial Officer that requires nominal direction and supervision. The Administrative Assistant performs a broad range of clerical and administrative general office support activities. Those duties include, but are not limited to: opens mail and determines the appropriate method of routing; liaison between superiors and subordinate staff, other departmental staff, departments and outside agencies; schedules appointments and maintains appointment calendar for superior; assists staff by providing information about procedures, practices and policies.

MAJOR DUTIES AND RESPONSIBILITIES

- Plans, assigns, and coordinates the work of Administrative Assistants I, II, III and other clerical and administrative staff
- Supports department managers, department directors or related management staff
- Greets visitors or callers and handles their inquiries or directs them to the appropriate persons according to their needs
- Sorts, opens, and distributes incoming mail to staff
- Makes copies of correspondence or other printed material
- Answers telephones and gives information to callers, take messages, or transfer calls to appropriate individuals
- Requisitions office supplies, repairs on office equipment, and printing services
- Coordinates extensive conferences, meetings, or special events and arranges travel reservations for office personnel
- Maintains scheduling and event calendars for superiors and City executives
- Locates and assembles documents for briefings and conferences
- Assists staff by providing detailed and descriptive information about procedures, practices and policies in division
- Prepares detailed minutes of meetings from notes and/or recordings
- Serves as liaison between management and staff by transmitting information, explaining appropriate work instructions, and following up on assignments
- Sets up, manages, and develops systems for paper or electronic filing systems, record information, update paperwork, or maintain documents, such as attendance records, correspondence or other material
- Reviews documents, forms, applications, or other materials for accuracy, completeness, grammar, and format
- Maintains databases and verify information entered by subordinates
- Writes simple to moderate or repetitive, non-technical correspondence such as letters of acknowledgement in accordance with a given format
- Operates electronic mail systems and coordinates the flow of information, internally or with other organizations
- Operates office equipment, such as fax machines, copiers, or phone systems and arranges for repairs when equipment malfunctions
- Uses computers for various applications, such as database management or word processing; Sets up and manages paper or electronic filing systems, records information and updates paperwork
- Composes, types and distributes meeting notes, correspondence or reports
- Develops material for supervisor's use in public speaking engagements
- Performs special projects and other duties as assigned

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KNOWLEDGE, SKILLS, AND ABILITIES

Advanced knowledge of administrative concepts, principles, and practices sufficient to perform independently and comprehensive knowledge of the policies and views on all significant matters affecting the Government:

- Basic or commonly used rules, procedures, or operations, which typically require some previous experience or training
- Administrative and clerical procedures and systems, such as word processing, managing files and records, designing forms, and other office procedures and terminology, for example, to file material and obtain requested data from files
- Principles and processes for providing customer and personal services, which includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- Grammar, spelling, punctuation, and required formats sufficient to recognize and correct such errors in correspondence and reports
- Extensive body of rules, procedures, or operations applied to clerical assignments and knowledge of the organization and functions of the office in order to perform all of the procedural work of the office. This includes knowledge to carry out and coordinate, in a timely and effective manner, many different procedures, each of which might involve numerous steps.
- Advise clerks or secretaries in subordinate organizations of the appropriate procedures to use
- Duties, priorities, commitments, policies, and program goals of the staff sufficient to perform non-routine assignments
- Coordinating the work of the office with the work of other offices
- Administrative concepts, principles, and practices sufficient to perform independently such duties as eliminating conflict and duplication in extensive office procedures

Skill in:

- Use of personal computers, telephone systems, fax machines and other standard office equipment
- Use of Microsoft Office (e.g. Word, Excel, Access, PowerPoint) and other office or financial suite software packages
- Use of Excel (e.g. Formulas, Pivot Tables, Vlookup, Hlookup, other functions, charts, tables) and other financial management software packages functionality
- Adapting policies or procedures to emergency situations and establishing practices or procedures to meet new situations
- Recognizing how and when certain policies, procedures, or guidelines will be confusing to others
- Communicating effectively in writing as appropriate for the needs of the audience
- Understand written sentences and paragraphs in work related documents
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Talking to others to convey information effectively
- Managing one's own time and the time of others

Ability to:

- Effectively speak, write, read, and understand the English language
- Follow written and oral directions
- Read and comprehend relevant documents
- Process and integrate simple data
- Hear at a conversational level
- Establish and maintain effective working relationships with both external and internal contacts

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- Work as part of a team

SUPERVISORY CONTROLS

The supervisor defines the overall objectives and priorities of the work in the office and assists the Administrative Assistant with some special assignments. The Administrative Assistant plans and carries out the work of the office and handles problems and deviations in accordance with established instructions, priorities, policies, commitments and program goals of the supervisor, and accepted practices in the occupation. [SEP]

The methods used by the Administrative Assistant are almost never reviewed in detail. Completed work is evaluated by adequacy, appropriateness, and conformance to established policy. By its very nature, much of the work cannot be reviewed in detail. [SEP]

GUIDELINES

Guidelines include a large body of unwritten policies, precedents, and practices which are not completely applicable to the work or are not specific and which deal with matters relating to judgment, efficiency, and relative priorities rather than with procedural concerns.

COMPLEXITY

The work includes various duties involving different and unrelated processes and methods.

Decisions regarding what needs to be done, and how to accomplish them, are based on the Administrative Assistants knowledge of the duties, priorities, commitments, policies, and program goals of the supervisor and staff, and involve analysis of the subject, phase, or issues involved in each assignment. The chosen courses are selected from many alternatives.

SCOPE & EFFECT

Positions at this level serve offices that clearly and directly affect a wide range of agency activities, operations in other agencies, or a large segment of the public or business community. The Administrative Assistant at this level modifies and devises methods and procedures that significantly and consistently affect the accomplishment of the mission of the office. The Administrative Assistant identifies and resolves various problems and situations that affect the orderly and efficient flow of work in transactions with parties outside the organization.

PERSONAL CONTACTS

The personal contacts are with individuals or groups from outside the employing agency in a moderately unstructured setting, for example, the contacts are not established on a routine basis, requiring the administrative assistant to identify and locate the appropriate person to contact or to apply significant skill and knowledge in determining to whom a telephone call or visitor should be directed; the purpose and extent of each contact is different, and the role and authority of each party is identified and developed during the course of the contact. Typical contacts at this level might include people in their capacities as attorneys, contractors, or representatives of professional organizations, the news media, or public action groups when the office deals with them on a variety of issues.

PURPOSE OF CONTACTS

The purpose of contacts is to plan, coordinate, or advise on work efforts or to resolve operating problems.

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PHYSICAL DEMANDS

The work is characterized as sedentary. Typically, Administrative Assistants sit comfortably to do their work, interspersed by brief periods of walking, standing, bending, carrying of papers and books, and extended periods requiring the use of computer terminals to accomplish work objectives. Some work may require walking and standing in conjunction with travel to and attendance at meetings and conferences away from the work site.

WORK ENVIRONMENT

Work is performed in a comfortable office environment, which is appropriately lighted, heated and cooled. The work environment contains no significant hazards.

During extended periods each year, Administrative Assistants may be required to work considerable overtime.

CODE DESIGNATIONS

Class Code: 43-6011-04

EEO Code: 5

Date Established: 03/10/2015