

MONTHLY SALARY RANGE #30

DEFINITION

Under direct and general supervision plans, organizes and performs professional administrative, analytical and technical duties in support of agency operations, programs, and services. This role performs research, data analysis, and program coordination while also completing high-level clerical, technical, and organizational tasks to ensure effective daily operations. The position composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry, and typing; provides information to the public and staff; provides administrative assistance for a wide variety of assignments related to administration of contracts, research projects, Board of Directors meetings and programs; and performs related work as required. The position requires initiative and discretion and may serve as a liaison between management, Agency staff, outside agencies, and the public.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the assigned management staff, progressing to general supervision as procedures and processes of assigned area of responsibility are learned. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is the entry-level class in the Management Analyst series which combines the core functions of a management analyst and an administrative assistant. Incumbents at this level are capable of performing complex administrative and office support duties, however, this class is distinguished from the Associate Management Analyst (journey-level) by the performance of less than the full range of duties while learning the job. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. As experience and proficiency are gained, assignments will become more technically diverse and difficult, while exercising increasing independence of judgment.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Administrative and Executive Support Responsibilities

- Performs a wide variety of routine administrative duties and office management to support divisional or Agency operations, including filing, preparing records, reports, and agenda mail-outs, housekeeping, and ordering and maintaining office and related supplies.
- Provides high-level administrative support to agency staff, including calendar management, meeting arrangements, and food ordering.

- Screens calls, visitors, emails, and correspondence; resolves issues or redirects as appropriate.
- Prepares, formats, edits, proofreads, and finalizes letters, memoranda, reports, agreements, charts, and presentations.
- Organizes and maintains files, records, logs, and reference materials in accordance with records management requirements.
- Maintains accurate and detailed records and electronic files, verifies accuracy of information, researches discrepancies, and records information.
- Prepares meeting agendas, minutes, and packets; may attend meetings and record minutes for the Board of Directors meeting and other committee meetings.
- Coordinates travel arrangements, processes expense reports, and completes purchase requisitions.
- Provides exceptional customer service to Agency staff, vendors, and members of the public.
- Maintains the Agency's website, performing updates to website content and posting necessary information.
- Provides notary services for Agency agreements (if licensed).
- Performs other duties as assigned.

Analytical & Program Administration Responsibilities

- Coordinates Agency wide contract administration and assists in procurement processes; reviews contracts, insurance requirements.
- Assists in developing and conducting special management studies; gathers, researches, compiles, tabulates, and analyzes data.
- Learns to prepare comprehensive written reports with recommendations and implementation procedures to Board of Directors and other advisory and policy bodies.
- Conducts research, gathers and analyzes data, and prepares reports related to administrative, financial, human resources, and risk management activities.
- Participates in preparing staff reports, Board agenda items, policies, procedures, and technical documents.
- Develops, revises, and recommends improvements to administrative systems, workflows, and operational procedures.
- Participates in audits, financial reconciliations, and preparation of supporting documentation as needed.
- Maintains, creates, and manages databases, spreadsheets, tracking tools, and program logs.
- Performs other duties as assigned.

Human Resources Responsibilities

- Assists with planning, scheduling and coordinating recruitment and examination strategies for a variety of job classifications; prepares and publishes recruitment announcements, places ads/job postings on relevant websites and publications; collect and screens applications
- Assists and supports recruitment processes by preparing job announcements, screening applications, coordinating interviews, and developing candidate selection materials.
- Assists with onboarding new employees, preparing offer letters, reviewing hiring packets, and coordinating training.
- Provides support in administering benefits, compensation changes, leaves of absence, and employee programs.
- Assists to maintain confidential personnel records, payroll documents, and timekeeping records.
- Performs other duties as assigned.

Risk Management Responsibilities

- Assists in administering the Agency's Workers' Compensation program, coordinating with providers, and ensuring proper documentation.
- Assists in coordinating the Agency's safety and training programs, including scheduling training sessions and maintaining records.
- Assists with insurance program administration, including annual policy updates, reporting claims, and reviewing certificates of insurance.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Standard office management.
- Methods of research, data collection, report writing, and analytical evaluation.
- Office management practices, advanced administrative procedures, and records management.
- Principles and techniques of public administration including the basic techniques of administrative analysis and personnel administration.
- Modern principles, practices, and methods of public and governmental accounting and financing, including program budgeting and auditing and their application to Agency operations.
- Basic principles of record keeping, and filing systems and methods.
- Techniques and practices of research methodology, data collection, and analysis;
- Record keeping principles and procedures.
- Modern office technology, including word processing, spreadsheets, databases, and formatting tools.
- Standard business writing, English usage, grammar, punctuation, and formatting. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.
- Performs other duties as assigned.

Ability to:

- Independently perform complex administrative duties requiring judgment and discretion.
- Collect, analyze, evaluate, and interpret complex information and data, including complex administrative, financial, and operational data; and prepare appropriate reports with recommendations in a clear and concise manner.
- Read, analyze, and interpret statistical reports.
- Prepare clear and concise administrative, personnel, and financial reports.
- Interpret computer-generated data and reports.
- Interpret and apply applicable Federal, State, and local policies, laws, and regulations.
- Analyze data and information using established criteria in order to determine consequences and to identify and select alternatives.
- Work on multiple projects with competing priorities effectively and in a timely manner; organize and prioritize timelines for self and others in an effective and timely manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Understand and carry out a variety of complex instructions in a responsible and independent manner.

- Research regulations, codes, and laws and develop financial and personnel policies that are easy to understand and apply
- Research procedures and/or technical reference materials.
- Establish and maintain a variety of files and records.
- Operate modern office equipment, including computer equipment and word-processing, database, spreadsheet, and graphics software applications programs.
- Maintain confidentiality and handle sensitive information with tact and professionalism.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Education: Bachelor's degree from an accredited college or university is required, preferably in public administration, business administration, communications, accounting, information systems, or related field.

Advanced degree desirable.

Experience: No previous experience is required. Prior Administrative experience preferred.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

This position is an in-office position. Work from home opportunities will be dependent on Agency needs and are not guaranteed. Requires good attendance on days Board packet is being compiled and distributed. Will be required to attend Board meeting in the evening once per month. May be required to work other evenings, weekends, or holidays depending on operational needs.