

## **Ashe County Job Description**

### **Job Title: Administrative Assistant**

### **Planning Department**

#### **General Statement of Job**

Under general supervision, performs a variety of secretarial and administrative duties in the Planning Department's office. Work involves screening and independently handling a variety of inquiries, typing a variety of documents, coordinating meetings, and maintaining files. Employee is responsible for answering telephones and addressing inquiries from the general public; scheduling meetings and appointments; composing routine correspondence, meeting minutes; and filing and retrieving materials. Employee is also responsible for preparing a variety of procedural forms, such as travel vouchers and supply requisitions, and sorting incoming mail. Employee must also exercise considerable tact and courtesy in frequent contact with the public. Reports to the Director of Planning.

#### **Specific Duties and Responsibilities**

##### **Essential Job Functions**

Answering telephone and receives inquiries, providing information based on considerable knowledge of County programs and activities, or referring callers to appropriate personnel or agencies, as necessary; records inquiries or complaints received in special computerized management system; records and routes messages for County personnel as necessary.

Types correspondence, reports, statements, manuscripts, meeting minutes, forms and other material into form from typed or handwritten copy of machine dictation, assuming responsibility for spelling punctuation, grammar and format; proofreads various forms and documents, ensuring proper content spelling, punctuation, grammar and format.

Files and retrieves materials for County officials or general public based on full knowledge of department activities and County programs; prepares photocopies of various materials and distributes as requested or otherwise appropriate.

Data entry for basic Planning Department permits and reporting which may include spreadsheets and database computer programs.

Performs a variety of clerical support functions including, but not limited to, preparing travel vouchers, requisitions, purchase orders, leave of absence forms, and check request, maintains records of office supplies received and disbursal among County departments or offices. Sorts incoming mail according to prioritized need of attention.

### **Additional Job Functions**

Performs other related work as required.

### **Minimum Training and Experience**

Graduation from high school supplemented by completion of a two-year curriculum of secretarial/managerial courses, and 3 to 5 years of experience in secretarial and administrative work; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

### **Knowledge, Skills and Abilities**

Has considerable knowledge of County and department rules, regulations, policies and procedures, and the ability to interpret them.

Has considerable knowledge of the organization and functions of the County.

Has considerable knowledge of modern office practices and procedures.

Has considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

Is skilled in the operation of common office equipment, including popular computer-driven word processing, spreadsheet and file management programs.

Is able to develop and modify work procedures, methods and processes to improve efficiency.

Is able to communicate effectively orally and in writing.

Is able to establish and maintain effective working relationships as necessitated by work assignments.

### **Minimum Qualifications or Standards Required to Perform Essential Job Functions**

**Physical Requirements:** Must be physically able to operate a variety of automated office machines including computers, recording devices, telephone, copiers, scanners, facsimile machines, etc. Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments and/or directions from superiors.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, forms, manuals, etc. Requires the ability to prepare correspondence, reports, forms, news releases, etc., using prescribed formats and conforming to all rules of punctuations, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instruction furnished in written, oral, diagrammatic, or schedule form.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas, to add and subtract totals; to multiply and divide; to determine percentages and decimals.

**Form/Spatial Aptitude:** Requires the ability to inspect forms for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as office equipment. Must have a minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instruction. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and and/or hear: (talking: expressing or exchanging ideas by means of spoken words; hearing – perceiving nature or sounds by ear). Must be able to communicate via telephone.