

Administrative Assistant - Special Services

Purpose Statement

The job of Administrative Assistant - Special Services is done for the purpose/s of providing clerical support to assigned personnel; communicating information to staff and the public; providing complete and accurate records; and providing information and/or direction as may be requested.

This job reports to Director - Special Services

Essential Functions

- Answers telephone calls for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.
- Assists with processing of documents, forms, mailings and materials (e.g. attendance, enrollments, etc.) for the purpose of disseminating information to appropriate parties.
- Attends department and/or in-service meetings for the purpose of gathering information required to perform functions.
- Collects data for the purpose of preparing reports and/or processing forms.
- Distributes materials (e.g. mail, checks, supplies, messages, etc.) for the purpose of ensuring delivery to addressee.
- Maintains manual and electronic documents files and records (e.g. letters, forms, reports, etc.) for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Maintains inventory of supplies and materials (e.g. forms, office supplies, etc., etc.) for the purpose of ensuring items' availability.
- Maintains records for submission to Medicaid for the purpose of billing and reimbursement.
- Prepares standardized documents (e.g. form letters and memos, calendars, bulletins, etc.) for the purpose of communicating information to other parties.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple tasks using existing skills. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment; using pertinent software applications; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; understand written procedures, write routine documents, and speak clearly; and understand complex, multi-step written and oral instructions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: concepts of grammar and punctuation; common office machines; and office methods and practices.

ABILITY is required to schedule activities; gather and/or collate data; and use basic, job-related equipment.

Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using defined methods. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: establishing and maintaining effective working relationships; and working as part of a team.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to effect the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. The job is performed in a generally hazard free environment.

Experience: Job related experience is desired.

Education: High school diploma or equivalent.

Equivalency:

Required Testing

Job-Related Skills Proficiency Test

Certificates and Licenses

Continuing Educ. / Training

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

Salary Grade