
ADMINISTRATIVE ASSISTANT II

Department:		Reports To:	Department Head
Division:		Location:	Administration Building
FLSA Status:	Non-Exempt	Classification:	Full-Time/Civil Service
Approved By:	Civil Service Board	Date of Approval:	
Pay Grade Level:	5		

JOB SUMMARY

Responsible for the performance of a variety of complex clerical and administrative duties which include routine typing, purchasing, and assisting senior clerical staff in the performance of clerical duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities include the following:

- Responds to routine telephone requests which have standard answers; refers call to appropriate staff
- Performs and supervises administrative support activities such as maintaining files and central records, printing and duplicating services, security, purchasing of supplies and equipment, warehousing, and preparation of payroll and personnel records
- Reviews correspondence and receives telephone calls related to the most sensitive and confidential matters and determines appropriate action to be taken
- Interprets departmental policies and procedures for staff members and the general public
- Places orders for supplies and equipment in accordance with instructions
- Assists in the preparing of bid specifications and associated documents for the purchase of supplies, equipment, and/or materials needed
- Acts as administrative liaison between administrator and staff
- Maintains frequent contact for administrator with public and private officials and professionals
- Conducts and/or supervises special projects, such as organizing charity drives or coordinating facility maintenance
- Collects and compiles budgetary data for monitoring funds and staffing levels

- Prepares materials needed for meeting, such as agendas, handouts, binders, etc.
- Determines and assembles data, and composes special reports, periodic correspondence, or production reports

Other duties may be assigned.

ADDITIONAL RESPONSIBILITIES

- Performs support duties of related clerical positions which primarily include answering all incoming telephone calls, greeting visitors and notifying persons being visited; and responding to public inquiries concerning operations and procedures of government-related functions within scope of knowledge or refers to appropriate employee for response
- All parish government employees in a declared emergency shall be considered essential personnel

SUPERVISORY RESPONSIBILITIES

May supervise 1-2 lower level personnel.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service – Responds promptly to customer needs; responds to requests for service and assistance.

Interpersonal Skills – maintains confidentiality.

Oral Communication – listens and gets clarification.

Written Communication – writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.

Dependability – follows instructions, responds to management direction.

Initiative – volunteers readily; undertakes self-development activities; seeks increased responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Jobholders must be legally able to work in the United States.

Education and Experience. One (1) year certificate from college or technical school; or three (3) to five (5) years related experience and/or training; or equivalent combination of education and experience.

Language Skills. Ability to read, analyze, and interpret general business and governmental periodicals and regulations, professional journals, technical procedures, and legal documents. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, elected officials, and the general public in both formal and informal settings.

Mathematical Skills. Ability to work with mathematical concepts such as probability and statistical inference. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of algebra and geometry.

Reasoning Ability. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Certificates, Licenses, Registrations. Must possess a valid Driver's License and must obtain a valid Louisiana Driver's License within 30 days of employment.

OTHER SKILLS AND ABILITIES

- Must have a good knowledge of the methods, practices, and procedures in laws and regulations; must possess basic abilities in the operation of personal computers, typewriters, calculators, copy machines, and fax machines; basic knowledge of computer work processing software (Microsoft Office preferred), business English, spelling, punctuation, and basic methods and techniques in record keeping and filing systems.
- Ability to plan, evaluate, and prioritize work assignments to ensure accurate and timely implementation and completion.
- Ability to deal courteously and effectively with the public, governmental officials, and other employees of the Lafourche Parish Government.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit and talk and hear. The employee is frequently required to use hands to finger, feel, or operate objects, tools, or controls and reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.