

APPROVED

DEC 5 1 1987

MASSACHUSETTS DEPARTMENT OF PERSONNEL ADMINISTRATION

CLASSIFICATION SPECIFICATION

Department of Personnel  
Administration

APPROVED

I. ADMINISTRATIVE ASSISTANT SERIES:

Administrative Assistant I  
Administrative Assistant II

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II. SUMMARY OF SERIES:

Incumbents of positions in this series monitor assigned unit activities; confer with agency staff; maintain liaison with others; review and analyze data concerning assigned unit activities; prepare reports; respond to inquiries; compile data; and perform related work as required.

The basic purpose of this work is to provide administrative support in connection with assigned unit activities such as office services, records control, agency personnel services, etc.

III. ORGANIZATIONAL LEVELS:

Administrative Assistant I is the first-level supervisory job in this series.

Administrative Assistant II is the second-level supervisory job in this series.

IV. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1. Monitors assigned unit activities to ensure effective operations and compliance with established standards.
2. Confers with agency staff in order to exchange information, to coordinate efforts and to obtain information concerning agency programs and activities.
3. Maintains liaison with various local, state and federal agencies and others to exchange information, to resolve problems and to coordinate activities.
4. Reviews and analyzes data concerning assigned unit activities in order to improve work methods, determine progress, revise established procedures and/or to provide information to superiors.
5. Prepares reports concerning assigned unit activities in order to furnish required information and to make recommendations concerning procedures, programs and activities.
6. Responds to inquiries in order to provide information concerning assigned unit activities.
7. Performs related duties such as compiling data for use in reporting assigned unit activities.

Based on assignment, incumbents of positions in this series may also:

1. Compose letters and review documents for completeness, content and compliance with regulatory and legal standards.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Administrative Assistant II:

Incumbents of positions at this level also:

1. Provide on-the-job training and orientation for employees.
2. Review, analyze and prepare reports concerning assigned unit activities.
3. Oversee and coordinate the activities of subordinates in connection with the preparation and maintenance of reports, records and documents.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with agency staff and the public.

VII. SUPERVISION RECEIVED:

Administrative Assistant I:

Incumbents of positions at this level receive general supervision from Administrative Assistants or other employees of higher grade who provide instructions as required and procedural and policy guidance, assign work and review performance through conferences and reports for effectiveness and compliance with laws, rules and regulations.

Administrative Assistant II:

Incumbent of positions at this level receive general supervision from an administrative or other employee of higher grade who provide procedural and policy guidance, assign work and review performance through conferences and reports for effectiveness and compliance with laws, rules and regulations.

VIII. SUPERVISION EXERCISED:

Administrative Assistant I:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 clerical personnel.



Administrative Assistant II:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 professional or technical personnel and 1-5 clerical personnel; and indirect supervision (i.e., through an intermediate level supervisor) over 6-15 personnel.

IX. WORKING CONDITIONS:

Administrative Assistants work in a typical office environment with no unusual working conditions.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Knowledge of the principles and practices of office management.
2. Knowledge of the methods of general report writing.
3. Knowledge of the methods used in the preparation of charts, graphs and tables.
4. Knowledge of the types and uses of general office equipment.
5. Ability to understand, explain and apply the laws, rules, regulations, policies, procedures, specifications, standards and guidelines governing assigned unit activities.
6. Ability to analyze and determine the applicability of data, to draw conclusions and to make appropriate recommendations.
7. Ability to follow written and oral instructions.
8. Ability to gather information through questioning individuals and by examining records and documents.
9. Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence.
10. Ability to assemble items of information in accordance with established procedures.
11. Ability to determine proper format and procedure for assembling items of information.
12. Ability to prepare general reports.
13. Ability to maintain accurate records.
14. Ability to prepare and use charts, graphs and tables.
15. Ability to communicate effectively in oral expression.

16. Ability to give written and oral instructions in a precise, understandable manner.
17. Ability to deal tactfully with others.
18. Ability to establish rapport and maintain harmonious working relationships with persons from varied ethnic, cultural and/or economic backgrounds.
19. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.
20. Ability to exercise sound judgment.
21. Ability to exercise discretion in handling confidential information.

Additional qualifications required at hire for Administrative Assistant II positions:

1. Knowledge of the principles, practices and techniques of supervision.

XI. QUALIFICATIONS ACQUIRED ON THE JOB AT ALL LEVELS IN SERIES:

1. Knowledge of the laws, rules, regulations, policies, procedures, specifications, standards and guidelines governing assigned unit activities.
2. Knowledge of the proper telephone procedures for making and receiving agency calls.
3. Knowledge of the types and uses of agency forms.

Based on assignment, the following additional qualifications may be acquired on the job:

1. Knowledge of the laws, rules and regulations governing the state personnel system.
2. Knowledge of state budgetary procedures relating to positions, salaries and personnel services.
3. Knowledge of the laws, rules, policies and procedures governing Federal Grant Administration.
4. Knowledge of state procedures governing the purchasing and requisitioning of supplies and equipment.



5. Knowledge of state accounting and budgetary procedures including terminology.

Additional qualifications acquired on the job in Administrative Assistant I positions:

1. Knowledge of the principles, practices and techniques of supervision.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Administrative Assistant I:

Applicants must have at least (A) two years of full-time, or equivalent part-time, experience in office management, office administration, business administration or business management, the major duties of which included one or more of the following functions: purchasing, personnel management, budgeting, accounting, records management, work simplification, grants management, contract administration or program management, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. An Associate's or higher degree with a major in business administration, business management or public administration may be substituted for the required experience.\*
- II. An Associate's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.\*

\*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Administrative Assistant II:

Applicants must have at least (A) three years of full-time, or equivalent part-time, experience in office management, office administration, business administration or business management, the major duties of which included one or more of the following functions: purchasing, personnel management, budgeting, accounting, records management, work simplification, grants management, contract administration or program management, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. An Associate's or higher degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the required experience.\*

- II. An Associate's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.\*

\*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: Educational substitutions will only be permitted for a maximum of two years of the required experience.

XIII. SPECIAL REQUIREMENTS:

None.

Occupational Group 12

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