

Administrative Assistant II

Essential Task Rating Results

1.	Update and maintain the Administrator's work schedule by entering appointments into the system database (e.g., calendaring software) to maintain a current availability schedule and keep Administrator apprised of meetings.
2.	Schedule meetings involving department staff, management, stakeholders, and other interested parties by identifying mutually convenient times with all parties, attaching pertinent information, and giving notice by utilizing email (e.g., Outlook, Group Wise, Lotus Notes).
3.	Track and log correspondence (e.g., emails, memos, letters, invitations) using word processing, spreadsheets, and databases and ensure proper follow-up.
4.	Maintain records and files (e.g. personnel, unit, program, project) to monitor and track resources related to collection or allocation of specific functions, programs, and/or work activities.
5.	Compile board and/or executive meeting materials using word processing software, program input, and work or strategic plans for dissemination to the board and/or executives and/or the public prior to meetings.
6.	Collaborate with Agency staff to fulfill requests on behalf of the department and the Administrator within Agency timelines.
7.	Act as a liaison between department and Agency to ensure one point of contact and fulfill requests on behalf of the department and the Administrator within Agency timelines.
8.	Review and analyze board and/or executive meeting materials to determine agenda items to ensure appropriateness, apprise the Administrator and provide recommendations for action.
9.	Coordinate and track Governor's Office transmittals (e.g., Governor's Office Action Requests (GOAR), goldenrod, executive orders, Significant Issue Report (SIR)) using database software to ensure timely and accurate response.
10.	Create and develop board and/or executive meeting materials using administrator input, program input, and work or strategic plans for dissemination to the board and/or executives and/or the public prior to meetings.
11.	Gather and review staff timesheets for accuracy and process in accordance to department policies.

12.	Track agenda items to ensure compliance with board strategic planning initiatives using existing work or strategic plans.
13.	Independently create and carry out special assignments involving research and detailed analysis as instructed by the Administrator involving budget, personnel management, and procurement.
14.	Coordinate and plan events and activities (e.g., board events, team building activities, project celebrations, department meetings/off-sites, hearings) by securing meeting rooms and lodging, speakers, catering, venue reservation, attendee registration, and meeting materials.
15.	Develop detailed itineraries using word processing software listing travel times, meeting schedules, and pertinent contact information for the Administrator's reference and preference.
16.	Schedule and reserve hearing/conference rooms for various appointments and meetings, including room set up (e.g., audio visuals, computer, projector screens) and negotiating with other divisions when critical room is in use.
17.	Open and distribute incoming mail, including personal, and confidential materials using letter openers, date/time stamp protocols, and sorters to ensure it gets to the appropriate staff.
18.	Prepare envelopes/packages for mailing, including personal, and confidential materials (e.g., copying, addressing, sorting, stuffing, assembling), utilizing copiers, word processing software, and sorting techniques/equipment.
19.	Prepare, duplicate, and distribute meeting documents (e.g., sign-in sheets, name tents, presentation print outs, agendas) utilizing word processing software and sorting techniques.
20.	Provide information and guidance regarding various programs to staff and the public in compliance with policies, current laws, rules, guidelines, and regulations.
21.	Analyze and guide programs, projects, and activities proposed by department staff to ensure they conform to the policies, procedures, and requirements.
22.	Review and edit program policies for accuracy, correctness, and completeness prior to dissemination.
23.	Review materials and information pertaining to department or program operations (e.g., policies, procedures, law, contracts) to apply information to program/project activities and notify stakeholders.

24.	Establish and track work plans and timelines for the completion of work tasks, assignments, and projects.
25.	Serve as liaison to coordinate communication between the Administrator, staff, and internal and external stakeholders to provide program information, answer questions, and address issues/problems.
26.	Provide status and progress reports of current work assignments to the Administrator, staff, and internal and external stakeholders.
27.	Prepare and route travel forms (e.g., travel advance, travel excess lodging, out of state travel) to appropriate personnel to ensure the Administrator and/or staff receives approval.
28.	Secure travel accommodations (e.g., hotel reservations, airline reservations, car rentals) to ensure the Administrator's arrangements are in place in a timely manner following department policies and procedures.
29.	Calculate travel expense claims (e.g., meal expenses, hotel, travel arrangements) in order to accurately complete travel reimbursement form following travel policies and procedures using appropriate electronic software (e.g., CalATERS, BusinessDirect).
30.	Gather data on traveling costs by contacting various businesses (e.g. hotels, airlines) in order determine total costs of travel arrangements and comply with standard travel policies.
31.	Track travel activities for the Administrator and staff using spreadsheet, calendaring, and word processing software to ensure travel cost in within the fiscal budget.
32.	Take accurate and detailed messages from incoming calls or visits to relay information to the Administrator or other staff in a timely manner according to the sensitivity of the subject.
33.	Evaluate the importance and sensitivity of incoming correspondence and calls to determine the appropriate action.
34.	Interact with management, staff, and internal and external stakeholders, contributing to the overall efficiency and productivity of the work unit.
35.	Screen and route incoming calls and visitors using discretion to provide quality information and customer service on procedures and services of the department.
36.	Assign and track inquiries from legislative offices, government agencies, special interest groups, and the general public to appropriate staff and follow up to ensure completion.
37.	Address problems or complaints regarding department and/or work unit policies, procedures, and/or services/products routinely in a calm, courteous, and tactful manner.

38.	Respond to requests for information by collecting and researching necessary information/data to complete assigned tasks or work projects.
39.	Respond to inquiries from legislative offices, government agencies, special interest groups, and the general public to answer questions and handle complaints in accordance with established policies and guidelines.
40.	Respond to inquiries from legislative offices, government agencies, special interest groups and the general public in accordance with established policies and guidelines.
41.	Interact with various staff on behalf of the Administrator to provide feedback and recommendations regarding work projects and statuses.
42.	Contact appropriate authorities to respond to unauthorized or hostile individuals using emergency protocols.
43.	Respond to public records requests to ensure timely response according to department policy.
44.	Collaborate with departments and interest groups to provide effective service and meet service expectations under the guidance of the Administrator.
45.	Facilitate meetings with a variety of interest groups (e.g., management, executive staff, internal and external stakeholders) to gather information and/or make recommendations.
46.	Participate in meetings with all levels of staff to provide consultative services, status reports and recommendations using handouts, audio/visual aids, and electronic data sources.
47.	Direct and guide interest groups on various State processes (e.g. websites, tools, programs, application processes) to provide information and/or resolve issues and/or problems.
48.	Review and edit documents and written materials (e.g., letters, memos, reports, correspondence) to ensure the accuracy and completeness of information presented.
49.	Review and analyze correspondence (e.g., emails, memos, letters, invitations) and prepare the response or direct and/or assign the correspondence to appropriate level staff for response.
50.	Write correspondence (e.g., memos, letters, emails) to communicate with various departments and/or internal and external stakeholders.
51.	Prepare and update manuals and procedures documenting policies and procedures.
52.	Collect documents and materials regarding program/department activities in response to specific inquiries from a variety of sources.

53.	Conduct research and investigations (e.g., internet, library) to retrieve and compile information and data for projects or assignments.
54.	Perform numerical computations (e.g., addition, subtraction, multiplication, division, fractions) to process, summarize, verify, or present data.
55.	Analyze and evaluate problems or issues regarding the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans.
56.	Use electronic database applications (e.g., information storage, retrieval systems) to enter, organize, track, and retrieve information.
57.	Prioritize the handling of problems or issues related to the progress of work projects or assignments to determine the best course(s) of action to mitigate the impact of such issues and/or problems.
58.	Monitor the progress of other staff to ensure the quality and timeliness of work assignments under the guidance and direction of the Administrator.
59.	Determine work priorities, scope of assignments and establishes deadlines for work to ensure objectives are met effectively and in a timely manner.
60.	Train staff on various assignments and/or projects to ensure consistency.
61.	Participate in the hiring process (e.g., application review, reference checks, interview scheduling, exam and question development, interviewing candidates) to hire the most qualified candidate for employment.
62.	Delegate and assign work to staff based on functional areas involved and/or under the direction of the Administrator, workload levels and individual expertise and skill required to accomplish objectives.
63.	Set up new employees by coordinating work station provisions, providing orientation materials, and facilitating building security access.
64.	Act as the facility point of contact by coordinating staff requests, solving issues, and coordinating equipment and building repairs.
65.	Provide guidance, direction, and feedback to staff to assist with efficiency, improve work functions, and develop skills of subordinates.

66.	Prepare personalized letters informing candidates of hiring decisions using word processing software.
67.	Monitor the work of subordinate employees to ensure that it meets quality, quantity and timeliness standards.
68.	Facilitate or lead a work group or team to accomplish objectives, goals, and work assignments.