

LEE COUNTY, GEORGIA CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: ADMINISTRATIVE ASSISTANT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform secretarial/administrative work associated with providing support and processing information/documentation relating to the County Manager's Office and the Board of Commissioners. The Administrative Assistant is under the direct supervision of the County Manager.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Switchboard operator; answer, screen and forward incoming phone calls; and record/relay messages; initiate and return calls as necessary; provide basic and accurate information in-person and via phone/email.

Greet and welcome visitors; direct visitors to the appropriate person and office; receive, sort and distribute daily mail/deliveries; maintain office security by following safety procedures and controlling access via the reception desk (elevator, back door); perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing.

Provide administrative support for the County Manager; process a variety of documentation associated with department operations within designated timeframes and per established procedures.

Perform office management functions; work to independently resolve problems and initiate appropriate action/response.

Relieve management staff of routine administrative tasks; screen telephone calls, mail, emails, and other communications and initiate appropriate action/response; type, compose, edit, or proofread various documentation.

Serve as liaison between the County Manager and other departments, staff members, County officials, the public, business representatives, outside agencies, or other individuals or organizations; convey information among department personnel through "All Hands" email notification.

Maintain account of all County employee cell phones, tablets, mifi devices, which may include ordering new devices for new employees, completing regular upgrades on existing lines, and being the County contact for the vendor.

Maintain calendar of activities; schedule and confirm appointments, meetings, interviews, conferences, or other activities; update calendar on a regular basis and notify parties involved of changes.

Assist in coordinating arrangements for various meetings, which may include preparing materials, coordinating room setup/refreshments, attending meetings, distributing documentation, maintaining records, or other tasks as necessary.

Assist with completion of special projects as directed by the County Manager.

Perform customer service functions in person, by telephone, and by mail; provide information/assistance regarding department services, procedures, fees, or other issues; respond to routine questions or complaints; research problems/complaints, initiate problem resolution, and perform follow-up to ensure necessary action is taken.

Perform data entry functions by keying data into computer system; enter, retrieve, review or modify data in computer database; verify accuracy of entered data and make corrections.

Type, prepare, and/or complete various forms, reports, correspondence, lists, logs, schedules, notices, agreements, statements, work orders, inventory records, training records, or other documents as necessary.

Receive various forms, reports, correspondence, logs, lists, time sheets, training records, applications, maps, plats, ordinances, policies, procedures, manuals, directories, reference materials, or other documentation; review, complete, proofread, process, forward, or retain as appropriate.

Maintain file system of various files/records for the department; prepare files, organize documentation, and file documents in designated order; retrieve/replace files; shred/destroy confidential or obsolete documents.

Maintain current lists, directories, operating manuals, policies, procedures, maps, organizational charts, and other reference materials.

Conduct research of department files, database records, electronic data sources, Internet sites, hardcopy materials, or other sources as needed.

Monitor inventory of department supplies and forms; ensure availability of adequate materials to conduct work activities; initiate requests/orders for new or replacement supplies.

Operate a personal computer, general office equipment, telephone, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, desktop publishing, e-mail, Internet, or other computer programs; perform basic maintenance of computer system and general office equipment, such as backing up data or replacing paper, ink, or toner; coordinate service/repair activities as needed.

Communicate with supervisor, employees, other departments, County officials, vendors, developers, appraisers, surveyors, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintain knowledge of and comply with all federal, state and local rules, regulations, guidelines, ordinances and codes; attend workshops and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Perform general/clerical tasks, which may include making copies, sending/receiving faxes, distributing documentation, processing incoming/outgoing mail, or conducting errands.

Monitor and contribute posts to the Lee County Board of Commissioners Facebook page.

Perform general housekeeping tasks associated with maintaining work area.

Provide assistance or backup coverage to other employees or departments as needed.
Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by college level course work or vocational training in office administration and personal computer operations; preferred one (1) year previous experience and/or training that includes office administration, administrative/secretarial work, customer service, personal computer operations, familiarity with telephone system operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Operation of a motor vehicle requires possession and maintenance of a valid Georgia driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards.

Lee County, Georgia, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.