

Classification Description

Title: Administrative Assistant I, II, III, IV
Department: Varies
Job Code: 1120, 1130, 1140, 1145
Pay Range: TBD, TBD, DN, HE
FLSA Status: Non-Exempt for I, II and III
Exempt – Administrative for IV

Employee Group: Non-Represented
Established: NA
Revised: 9/03, 9/08, 4/14, 1/15
EEO Category: Administrative Support
or Professionals

CLASSIFICATION DESCRIPTION

Jobs assigned to this series perform confidential office, clerical, and administrative support activities in the Metro Council Office, Human Resources, the Office of the Metro Attorney, Finance and Regulatory Services, or other departments/divisions as assigned.

DISTINGUISHING FEATURES

This series classification includes Administrative Assistant I, Administrative Assistant II, Administrative Assistant III, and Administrative Assistant IV. Increasing levels of independence, responsibility, specialized knowledge, complexity and confidentiality characterize the different levels in this series.

The Administrative Assistant I performs standardized general office and administrative duties with limited independence of action. General supervision is provided for unusual situations and there is a moderate need for knowledge of the assigned work area and discretion for work with confidential information. This level is non-exempt.

The Administrative Assistant II performs and coordinates confidential, moderately complex administrative duties. The position works under general guidelines with supervisory decision-making support that is available as needed. The Administrative Assistant II has full knowledge of normal operating procedures within an assigned area. Confidential information is a regular part of assignments. This level is non-exempt.

The Administrative Assistant III is responsible for complex specialized administrative assistant assignments typically in support of a Director, Deputy Director, Program Director or Metro's general business operations. General directions are the normal form of supervision, and specialized knowledge of the assigned work area and the agency in general are needed for assigned duties. Tasks typically require the use of independent judgment and discretion. This level is non-exempt.

The Administrative Assistant IV performs administrative support of a highly complex and responsible nature to an executive-level position. It is distinguished by level of support in that employees in this classification provide support to an executive-level position, such as the chief operating officer, deputy chief, executive director or general manager. Employees regularly interact with high-level internal and external contacts; are expected to function independently; and regularly have access and are required to handle highly sensitive and/or confidential matters. They often represent the executive and therefore require initiative and use of

considerable discretion. This level is exempt.

DUTIES AND RESPONSIBILITIES

Administrative Assistant I

1. Performs receptionist and clerical duties by screening callers and visitors and referring them to appropriate staff members or departments; receives, sorts and distributes mail; responds to the public regarding standardized information about Metro and its programs; and acts as department contact to receive, communicate, exchange, correct or verify information.
2. Operates a variety of office equipment including word processing software, copying machines, and calculators to create and maintain records, reports, files and systems according to Metro's standards for records management.
3. Maintains office supplies and equipment; collects, organizes, compiles and tabulates data and information within established guidelines; reviews and prepares uncomplicated data for computer input; and prepares and processes a variety of forms, information and records.
4. Performs general administrative duties; schedules meetings, compiles agendas and makes appointments and travel arrangements; responds to verbal and written inquiries independently based on established information and knowledge of assigned work area; and attends meetings to record, produce and distribute minutes.
5. Keyboards correspondence, reports, tables, envelopes and forms from brief instructions, handwritten or printed copy, or notes.
6. Maintains primary department files and records in electronic and hard copy formats, retrieves, compiles and reports on information as requested.

Administrative Assistant II

1. In addition to those duties described for Administrative Assistant I, typically provides direct administrative support to a supervisor or manager by coordinating office operations; maintains supervisor's calendar; develops and maintains office procedures and standards; and assists with administrative tasks involving personnel, budgeting and accounting.
2. Composes detailed letters and produces reports from brief instructions or notes; verifies, edits and formats documents and correspondence that can include confidential and proprietary information; compiles and reports on data from a variety of sources including performance of established statistical calculations; and maintains department budgets, payroll records, supply inventories, and financial, accounting and expenditure records. Supports project managers, department procurement staff (DPS), and FRS procurement staff in the administration and preparation of contracts, grant applications and bid materials.
3. Arranges, staffs and coordinates committee, commission and outside agency meetings; and makes out-of-town reservations for conferences, transportation, and lodging for department staff.

Administrative Assistant III

1. In addition to those duties described for Administrative Assistant I and II, typically performs specialized administrative or technical duties in support of a Director, Deputy Director, Program Director or Metro's general business operations.
2. Prepares, reviews, monitors and processes a variety of documents including personnel action forms, contracts, budgets, legal documents and Metro code based on knowledge of legal requirements and supervisor's general directions. May be assigned as designated department procurement staff (DPS), which includes selecting appropriate contract templates and solicitation methods; posts and monitors informal solicitations to ORPIN and the shared email account; uploads records to Content Manager; has signature authority; serves as department resource and trainer; and attends regular Procurement Services 360 meetings.
3. May lead or coordinate department administrative staff.
4. Independently conducts special or periodic studies or projects by gathering and compiling data and preparing reports, documents and data displays; coordinates ceremonies, events and retreats.

Administrative Assistant IV

1. In addition to those duties described for Administrative Assistant I, II and III, performs highly complex and specialized administrative or technical duties in support of an executive-level position, such as the chief operating officer, deputy chief, executive director or general manager.
2. Serves as first point of contact and represents/communicates on behalf of the executive. Independently responds to verbal and written inquiries and screens callers/visitors/mail and responds or routes as appropriate; sends communication throughout the agency providing information regarding various activities, responsibilities, and services related to the executive's office.
3. Regularly interacts with high-level internal and external contacts, including support at committee, commission, outside agency or other similar, high-level meetings. Responsible to provide public notices per Oregon public meeting and public records laws; prepares agenda, gathers support information, takes notes, and writes and distributes minutes.
4. Responsible for independently coordinating and carrying out high-level, complex project and event planning that typically span agency-wide and involve a large number of attendants, including high-level internal and external contacts.
5. Regularly handles highly sensitive and/or confidential matters.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust.

- Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others.
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work.
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection.
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance.
 - Practice safe work habits.
 - Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Perform assigned duties during an emergency situation.
 4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

Administrative Assistant I

- Two years of administrative and/or general office experience, and
- High school diploma or G.E.D., or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.

Administrative Assistant II

- Three years of responsible administrative and/or general office experience, and
- High school diploma or G.E.D., or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.

Administrative Assistant III

- Four years of progressively responsible administrative support, and/or general office experience, and
- Associate’s degree in Business Administration, Office Management or related field OR applicable certification preferred, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.

Administrative Assistant IV

- Five years of progressively responsible administrative support experience; support at the executive-level preferred, and
- Associate’s degree in Business Administration, Office Management or related field OR

- applicable certification, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.

Knowledge, Skills and Abilities:

- Knowledge of current office procedures and equipment with emphasis on clerical and administrative assistance methods and practices applicable to assigned duties.
- Knowledge of customer service, interpersonal skills and teamwork.
- Knowledge in math and problem analysis.
- Skill in making effective decisions on a frequent basis.
- Skill in creative problem-solving.
- Ability to communicate effectively by written, spoken and electronic means.
- Ability to work independently and as a member of a team.
- Ability to effectively use standard office equipment including business computer software and hardware.
- Ability to efficiently perform office responsibilities at the level necessary to carry out assigned duties.
- Ability to use discretion.
- Ability to read, write, speak and understand English.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Supervision can be received from the Chief Operating Officer, Deputy Chief Operating Officer, Executive Director or General Manager

SUPERVISION EXERCISED

- Higher levels in the classification may provide training to lower levels of the classification

RELATIONSHIPS/CONTACTS

- Inside the organization, coordinates assigned responsibilities and efforts with other employees and elected officials at all levels to assure optimal results for Metro and its clients.
- Outside the organization, provides information, answers inquiries from the general public and special interest groups and associations, and provides coordination of services and projects with interested individuals, groups and organizations.

Classification Description

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- Standard office equipment is used.

WORK ENVIRONMENT

- Work is performed in a standard office environment where work pressures, disturbances of workflow and/or irregularities in the work schedule are expected and occur on an intermittent basis. Changes in the performance environment require occasional upgrading of skills. Minimal physical exertion is generally required. Learned physical skill is required to perform keyboarding and 10-key functions.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.