

## ADMINISTRATIVE AND FRONT DESK SPECIALIST

### General Statement of Duties

Performs a variety of responsible administrative support and office duties at a journey level requiring considerable understanding of organizational structure, policies, procedures, goals, and services.

### Distinguishing Features of the Class

An employee in this class performs a variety of administrative support, records processing, data entry, and related office duties. The range of work extends from routine to advanced journey in complexity but is generally considered journey level. Work includes greeting the public and answering questions and giving information, relaying information, typing or data entry work, and creating and maintaining accurate files and records. In addition, the employee provides technology support to the organization including help desk or forwarding of needs to the appropriate individual.

The employee is expected to have a good understanding of the work unit and/or the organization and its services to respond to inquiries including technical knowledge about processes, policies, and procedures. Duties require tact and some independence of action particularly when encountering sensitive or confidential matters. Work typically follows established procedures; precedent setting situations are referred to others. Specific oral and/or written instructions are available to apply to most work situations. Work includes the use of modern office technology including word processing, data base, spreadsheet and other software and requires ability to help others with office technology. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

### Duties and Responsibilities

#### Essential Duties and Tasks

- Answers telephone and greets visitors; directs calls or visitors and gives program and department information based on types of requests; selects appropriate materials to answer questions and provide assistance.
- Provides technology support to the organization and staff; provides help desk support to a variety of users at various sites within the organization; serves as primary liaison with technology vendors; potentially provides web site maintenance.
- Works with several departments as support.
- Orders general office supplies; maintains adequate inventory on hand; researches options and costs.
- Arranges travel for staff.
- Arranges set up and logistics and/or meals for various meetings.
- Reviews and enters data to maintain and update various data bases.
- Researches information through files, records, resources, and electronic media.
- Reviews and verifies records and reports to ensure that information is provided and correct; researches data bases for needed information; compiles information into understandable format.
- Prepares a wide variety of documents including correspondence, reports, memoranda, etc. from hand written notes or verbal instructions; copies, collates, binds, faxes, emails, and distributes information in various formats.
- Compiles information requiring sometimes multiple sources of information into standardized forms and/or reports; prepares forms and formats for more efficient operations.

- Serves as liaison with various staff and others to insure that people are kept informed on relevant information necessary for on-going efficient and effective operations.
- Proofreads materials for typographical or spelling errors.

#### Additional Job Duties

- Provides back up for other staff.
- Performs related duties as required.

### Recruitment and Selection Guidelines

#### Knowledge, Skills, and Abilities

- Considerable knowledge of the application of Windows Office software.
- Considerable Knowledge of modern office procedures and related office information technology equipment, software, and peripherals.
- Knowledge of organizational purchasing procedures.
- Skill in the use of information technology equipment and ability to teach and help others with technology.
- Ability to work independently on responsible administrative support tasks, some of which may be confidential or sensitive.
- Ability to make accurate arithmetical calculations.
- Ability to proof work and produce accurate reports.
- Ability to meet deadlines.
- Ability to type and transcribe minutes.
- Ability to schedule appointments, arrange meetings and establish schedules based on specific oral or written instructions.
- Ability to establish and maintain effective working relationships with other employees and the general public.

#### Physical Requirements

Must be able to physically perform the basic life operational functions of standing, walking, keyboarding, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to prepare figures and data, operate a computer, proof work, and do extensive reading.

#### Desirable Training and Experience

Graduation from high school supplemented by business courses and some secretarial or clerical experience; or an equivalent combination of education and experience; prefer AS in office technology.