

ADMINISTRATIVE AIDE

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents are responsible for providing direct assistance to department heads, other high level employees and support personnel with management, administrative and/or line services within a municipality. Public contact with municipal employees, vendors, and union representatives is required and duties call for independent judgment and action. Supervision of personnel is not a typical requirement of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists department heads and other municipal employees in all aspects of the development, planning, implementation, evaluation, review and analysis of ongoing work assignments, special projects, programs, and municipal services;

Undertakes special studies, analyses, research or other projects to meet specific management need to identify methods to streamline operating procedures and systems;

Provides staff training, technical assistance and guidance to department heads and other municipal employees;

Researches, plans and implements new systems and procedures;

Organizes information, including preparing lists, charts, tables and short narrative summaries;

Recommends orally and/or by written report results of findings pertaining to specific departmental problems;

Coordinates projects involving more than one municipal unit and reviews finished work;

Maintains files and records, and may coordinate follow-up procedures, to ensure activities and tasks related to projects and programs are performed on schedule;

Encourages long-range planning by departments and maximizes the use of technology to assure programs, projects and procedures result in cost effectiveness;

Analyzes administration/operations problem areas and makes recommendations for remedial action;

Works with staff to resolve work flow problems and scheduling conflicts for data processing requests;

Disseminates information regarding the municipality to the public via press releases, newsletters, web-site and/or public access channel;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of accepted organization and management concepts, principles, practices, methods; good knowledge of the municipal government organization, operation, and function; working knowledge of the principles, practices, procedures and terminology of public administration as it pertains to personnel management, financial and budgetary record-keeping, office management and purchasing, labor relations, and automated systems; familiarity with research methods and statistics; familiarity with modern administrative practices, procedures and equipment; ability to handle administrative details independently; ability to maintain complex records and files; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to communicate clearly both orally and in writing; ability to present data, reports and comments clearly and concisely; ability to make clear and accurate analyses of facts, figures and processes; ability to meet and deal effectively with a wide variety of personnel in carrying out the administrative policies; ability to become familiar with and adapt to laws, regulations, policies and practices; ability to maintain the confidentiality of the information and materials handled; ability to read, write, understand, and communicate in English sufficiently to perform the essential functions of the position; initiative; resourcefulness; accuracy; thoroughness; dependability; courtesy; tact; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Satisfactory completion of 60 college credits* and two (2) years of experience of an administrative† or supervisory nature in public administration, personnel administration, business administration, or financial management.

SUBSTITUTION: Satisfactory completion of an additional 30 college credits* may be substituted on a year for year basis for the additional two (2) years of work experience described above.

†DEFINITION: Experience of an administrative nature means responsible for direction and control of an identifiable organizational unit or program; in addition to the supervision of work groups, an administrator is involved in planning, resource allocation, program evaluation and policy formulation. Experience performing specialized functions or support activities such as budgeting, finance, administrative analysis or personnel, which do not require the aforementioned responsibilities, are not considered administration experience.

*SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

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