

Iowa Department of Administrative Services – Human Resources Enterprise  
Classification Series Guidelines

## Administrative Assistant Series

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### Classes in the Series

<u>Class Code</u>	<u>Class Title</u>
00708/90708	Administrative Assistant 1
00709/90709	Administrative Assistant 2

### Series Concept

Positions in this series function as an assistant to a manager/administrator and have a thorough knowledge of the programs and organization under his or her control. They perform administrative program work that approximates the entry professional level (e.g., statistical research and analysis, management analysis, information/public relations, office management, and program planning/development/coordination/evaluation) for which no other occupational series has been established. Administrative program work duties include the following:

1. Conducts surveys and literature searches and examines existing files/records to gather data for analysis; consolidates and evaluates data, summarizes results, and prepares non-standard written reports that include findings, conclusions, and recommendations.
2. Writes program plan, determines cost of resources needed to provide program services, and prepares grants/budget requests to secure funding; explains/defends program needs to funding approval authorities; develops long-term plans for program operation.
3. Observes work processes and interviews staff; identifies problems and possible solutions; recommends process changes (e.g., work distribution, individual work assignments, and new or revised policies and procedures); drafts or assists in the drafting of program rules, policies, procedures, forms, and manuals.
4. Trains program employees.
5. Responds to controversial/sensitive information requests from citizens, public officials, interest groups, and the press; investigates/resolves customer complaints and recommends corrective action; surveys customers; prepares or assists in the preparation of annual and special reports.
6. Represents supervisor in meetings/conferences; presents management's position on specific issues; negotiates settlement of disputes/commits agency to action within parameters established by manager/administrator.
7. Manages office and may direct administrative support staff; handles purchasing, leasing, and maintenance of office equipment/facilities and office supplies; assembles data for use in budget projections and maintains budget worksheets; monitors expenditures for deviations/trends; drafts office policies and serves as the contact person on human resources and information technology issues.
8. Drafts policies/procedures for a support program (e.g., communications monitoring system and driver's license testing/issuance) and revises if laws/regulations change; monitors the program's compliance with rules/procedures and goals/objectives established by the manager/administrator; assumes hands-on program responsibility/accountability.

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### Exclusions

The following are excluded from classification within this series:

1. Positions assigned administrative support work (i.e., work that relieves technical/administrative program employees of the more tedious and time-consuming aspects of their jobs.) Typical administrative support work duties are: 1) receives/screens visitors and telephone callers to the office; 2) opens/distributes mail; 3) types/proofs documents, letters, and reports; 4) organizes and maintains files; 5) copies/mailed letters and reports; 6) schedules meetings/appointments and arranges travel; 7) processes travel claims and orders office supplies/equipment.
2. Positions that perform technical program work requiring in-depth knowledge of a program's rules, policies, and procedures. Typical technical program work duties are: 1) serves as a process expert in assigned program area and provides detailed responses to questions on program services, eligibility requirements, application procedures, processing steps, and time frames; 2) reviews applications, claims, etc. for administrative/procedural requirements and makes eligibility determinations; 3) communicates decisions to customers and receives/processes complaints and appeals; 4) gives feedback on work processes/methods and participates in process improvement projects; 5) helps train new employees and write operating manuals.
3. Positions assigned duties found in one of the established professional/administrative classes (e.g., Budget Analyst, Management Analyst, Information Specialist, Purchasing Agent, etc.).
4. Positions assigned full supervisory functions.

### Class Distinctions

Classification level factors applicable to this series are:

1. The size/diversity of the organization and its programs.
2. Location and impact of work issues/problems.
3. Personal work contacts.
4. Freedom to act/supervisory controls.

Descriptions of these factors are as follows:

#### **Administrative Assistant 1**

1. The size/diversity of the organization and its programs are a small part of the entire agency/institution.
2. Work issues primarily involve day-to-day operations, are close to the mainstream of production, and seldom have an impact outside the agency.
3. Work contacts are primarily internal within the agency or institution.
4. Represents and speaks for manager/administrator on narrow issues and can only bind the agency/settle disputes within specific parameters set by supervisor.

#### **Administrative Assistant 2**

1. The size/diversity of the organization and its programs are a moderate to large part of the entire agency/institution.
2. Work issues cross organizational/agency lines and have impact outside the agency/institution.
3. Work contacts are both internal within and external to the agency/institution.

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4. Represents and speaks for manager/administrator on most issues and can bind the agency or settle disputes within general parameters set by the manager/administrator.

*Effective date: 2/15 SA*