

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Administrative Assistant 2

Definition

Performs administrative program work of a moderate to considerable scope and diversity assisting a manager or administrator with program responsibilities; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Handles complaints and requests for information or assistance regarding program operations; applies and interprets rules, policies, and regulations; gathers background information; and prepares appropriate responses.

Attends and represents management at regular and special meetings; participates in discussions and communicates management's positions on specific issues.

Serves as member of internal special committees; provides accurate and timely advice on matters necessary to implement directives and instructions.

Monitors progress toward program goals and objectives; identifies and investigates operational problems and recommends corrective actions (e.g., changes in forms, shifts, work distribution, and organizational structure).

Conducts special studies or research projects; develops study plans, coordinates research, and makes recommendations on implementation.

Maintains inventory/depreciation records and monitors organizational/program purchases for compliance with budget; gathers supporting data and prepares budget projections (e.g., salaries, support and travel).

Serves as contact person for purchasing, project coordination, personnel, and information management system issues.

Develops organizational/program policies, processes and procedures; monitors and solves problems related to implementation.

Monitors and records updates of legislation for state agencies and state legislators as it proceeds through the legislative process.

Organizes, manages and promotes the rental programs for particular state facilities and coordinates events held at those locations.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.

Abilities:

- Speech Recognition – Identify and understand the speech of another person.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Service Orientation – Actively looking for ways to help people.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a bachelor's degree in any field, and experience equal to one year of full-time administrative support (e.g., screening visitors and callers; opening/distributing mail, typing/proofing documents, letters, and reports; organizing files; scheduling meetings/appointments; arranging travel; processing travel claims; ordering supplies/equipment) or technical support work (e.g., determining budget, personnel, and equipment needs; compiling/evaluating statistical, historical, economic, business, financial or technical program data; interpreting or securing compliance with laws, rules and regulations; reviewing operating records/reports and evaluating their effectiveness).
- 2) A total of five years of education and/or full-time experience (as described in number one) where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes experience equal to 12 months of full-time work as an Administrative Assistant 1.

Effective date: 12/17 SA