

# Administrative Assistant: Administrative Assistant II

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Performs a variety of administrative activities requiring a sound knowledge of office practices and procedures. First point of contact to meet and professionally greet all clients, visitors and contractors. Answers telephones, furnishes routine information as requested, and/or directs calls to appropriate individuals. Types memos, letters, reports and various other forms of correspondence and information. Composes routine letters and memos for supervisor's signature by following general instructions, written notes or standardized forms and practices. Contacts company employees or outside individuals to obtain, furnish and/or exchange information. Makes travel arrangements utilizing available and accepted methods and sources. Handles document reproduction and receives and transmits various reports and correspondence. Maintains activity schedules for meeting and luncheons in conference rooms, places refreshment orders and changes, and coordinates same with food service providers.

## **Discretion/Latitude**

Works under general supervision and follows established procedures for routine tasks. Detailed instructions are given for new activities or special assignments. Work is reviewed for soundness of judgment, overall adequacy and accuracy.

## **Knowledge, Skills and Abilities**

Full knowledge of the job. Substantial acquaintance with and understanding of general aspects of the job with a broad understanding of the detailed aspects of the job.

## **Problem Solving**

Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance. Resolves routine questions and refers complex issues to higher levels.

## **Impact**

Contributes to the completion of milestones associated with specific projects. Errors may be detected and corrected but may cause moderate loss of time or customer/user dissatisfaction.

## **Liaison**

Contacts are typically with individuals within own department and occasionally with contacts outside own organization. Contacts involve obtaining or providing information or data requiring some explanation or interpretation.

## **Work Products**

Provides a variety of administrative support functions. Fully competent at performing support tasks and responsibilities such as schedule conference rooms, assist in preparation of materials (may be training, proposals, publications, reports, spreadsheets, presentations, and documents) for managers.

## **Minimum Education & Experience**

3+ Years directly related experience w/ High School Diploma, Basic MS Office Skills.