

# Administrative Assistant

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.

	Level 1	Level 2	Level 3	Level 4
	Administrative Assistant I	Administrative Assistant II	Administrative Assistant III	Sr. Administrative Assistant
Discretion/Latitude	Work is closely supervised. Follows specific, detailed instructions and/or guidance from more senior functional staff. Work performance constantly checked.	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.	Works under limited supervision. No instructions needed on routine work and general instructions given on new lines of work or special assignments. Completed work is reviewed for desired results.	Work is performed under minimal supervision. Work is reviewed upon completion.
Knowledge, Skills and Abilities	Little or no knowledge of the job. Moderate understanding or general job aspects and some understanding of the detailed aspects of the job.	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.	Considerable knowledge of the job. Complete acquaintance with and understanding of the general and detailed aspects of the job and their practical applications to problems and situations ordinarily encountered.	Extensive knowledge in specialized functions. A wide and comprehensive acquaintance with, and understanding of, both general and specific aspects of the job and their practical application to complex problems and situations ordinarily encountered.
Problem Solving	Resolves routine problems of limited scope and complexity following established policies and procedures.	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.	Resolves most questions and problems and refers only the most complex issues to higher levels.	Develop solutions to complex problems which require the regular use of ingenuity and innovation. Ensures solutions are consistent with organization objectives.
Impact	Contributes to the completion of routine task-related activities. Errors can be easily and quickly detected within the immediate work unit and would result in minor disruption or expense to correct.	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.	Contributes to the completion of specific programs and projects. Errors may be difficult to detect and would normally result in loss of customer business, material or equipment to resolve.	Plans and conducts assignments, generally involving the larger and more important projects or more than one project. Errors are very difficult to detect and would normally require significant expenditures to resolve.
Liaison	Contacts are primarily with immediate work unit. Contacts involve obtaining or providing information requiring little explanation or interpretation.	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.	Contacts are frequent with individuals representing other departments, and /or representing outside organizations. Contact involve obtaining or providing information or data on matters of moderate importance to the function of the department or which may be of sensitive nature.	Contacts are frequent with individuals representing outside organizations, and/or individuals of significant importance within the company. Contacts involve planning and preparation of the communications, require skill, tact, persuasion and/or negotiation to accomplish the objectives of the communication.

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Administrative Assistant I		Administrative Assistant II		Administrative Assistant III		Sr. Administrative Assistant	
Work Products	Provides a variety of administrative support functions. Performs routine tasks and responsibilities such as assist visitors with sign in and badge assignment, maintain and order office and/or other supplies, answer phones, schedule meeting rooms, file, copy, receive and distribute internal mail, and enter data into documents.	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.	Provides a variety of administrative support functions. May perform complex tasks in support of various professional and management staff, make travel arrangements for employees and managers, utilize Microsoft Office to create Word, Excel and/or PowerPoint documents for management, assist in approving/completing expense reports, attend meetings, prepare briefings and take notes.	Provides a variety of administrative support functions. May lead a specialized area of support and/or provide work directions to lower level colleagues. Tasks may include schedule and coordinate events, make travel arrangements, assist in approving employee timecards, be a lead admin contact for an office/dept/contract, and assist with meetings as needed.			
Minimum Education & Experience	1+ Years w/ High School Diploma, Basic MS Office skills.	3+ Years directly related experience w/ High School Diploma, Basic MS Office Skills.	5+ Years directly related experience w/ High School Diploma, Intermediate MS Office skills.	8+ Years directly related experience w/ High School Diploma, Advanced MS Office skills.			