

Administrative Specialist

Performs variety of activities in support of Operations. Gathers, collects, records, tracks and verifies data and information from multiple sources. Compiles, reviews and analyzes data. Uses software for functional area, to compile and generate reports, statistics, timelines, tables, graphs, correspondence and presentations. May design processes to enhance work flow. Provides data and information to others on functional unit processes and procedures.

Level 1		Level 2		Level 3		Level 4	
Operations Specialist I		Operations Specialist II		Operations Specialist III		Sr. Operations Specialist	
Knowledge	Little or no knowledge of the job. Moderate understanding of general job aspects and some understanding of the detailed aspects of the job. Excellent verbal and written communication skills.	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. Excellent verbal and written communication skills.		Considerable knowledge of the job. Complete acquaintance with, and understanding o, the general and detailed aspects of the job, and their practical applications to problems and situations ordinarily encountered. Excellent verbal and written communication skills.		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. Excellent verbal and written communication skills.	
Supervision Received	Close supervision involving detailed instructions and constant checking on work performance.	General supervision and instructions given for routine work and detailed instructions given for new activities or special assignments.		Limited supervision. No instructions needed on routine work and general instructions given on new lines of work or special assignments.		Minimal supervision. Work may be done without established procedures.	
Consequence of Errors	Errors can be easily and quickly detected within the immediate work unit and would result only in minor disruption or expense to correct.	Errors may be detected and corrected but may cause moderate loss of time or customer/user dissatisfaction.		Errors may be difficult to detect and would normally result in loss of customer business, material or equipment to resolve.		Errors are very difficult to detect and would normally require significant expenditures to resolve.	
Contacts	Contacts are primarily within 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. Contacts 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.	
Work Products (Examples may include but are not limited to)	Performs administrative assignments of a clerical and non-clerical nature. The scope of duties includes working knowledge of spreadsheet and word processing software. Screens and directs incoming and outgoing correspondence and responds as appropriate to routine communications. May draft responses to non-routine communications. Performs varied administrative duties for managers, including locating and obtaining information from various sources within or outside the company, arranging conferences and appointments, receiving visitors, determining proper disposition of or composing routine replies to correspondence not requiring the attention of supervisor and associating related information with material to be referred to supervisor.	Proficient in the use of spreadsheet, presentation and word processing software in order to produce report quality documents without assistance. With direction, ensures detailed plans are prepared by functional groups for various elements of project or department. Integrates approved inputs into overall project or department plans. Performs secretarial duties of a highly confidential nature under general supervision. Electronically prepares documents, presentations and spreadsheets involving business and technical terminology pertaining to matters of a highly important and confidential nature. Transmits verbal or written directions emanating from supervisor to their subordinates.		Coordinates and monitors administrative, clerical and non-clerical assignments in such activities as cost, schedule, budget, manpower and/or operational functions for a major project or department. Prepares special or periodic manual or computerized reports, charts and graphs and manages database integrity. Performs day-to-day non-routine and routine operational functions of a highly confidential nature in support of a department, including clerical, non-clerical and administrative duties under limited direction.		Responsible for the execution of non-routine administrative functions in support of a major project or department. Prepares complex reports, spreadsheets, PowerPoint presentations and graphs and maintains more complex databases. Regularly prepares manual or computerized graphs, reports, charts and other documentation for management presentations, special projects, or general departmental administration efficiently and independently, utilizing a variety of software tools. Responsible for managing the integrity of departmental or project databases. Able to maintain confidential information. Punctual, reliable and dependable.	

	Level 1	Level 2	Level 3	Level 4
	Operations Specialist I	Operations Specialist II	Operations Specialist III	Sr. Operations Specialist
Minimum Education and Experience	Entry Level. 0+ years of directly related experience with an Associate's Degree in Business Administration or a related field. Basic Outlook, MS Word, PowerPoint and Excel skills.	2+ years of directly related experience with an Associate's Degree in Business Administration or a related field. Intermediate Outlook, MS Word, PowerPoint and Excel skills.	4+ years of directly related experience with an Associate's Degree in Business Administration or a related field. Advanced Outlook, MS Word, PowerPoint and Excel skills.	6+ years of directly related experience with an Associate's Degree in Business Administration or a related field. Advanced Outlook, MS Word, PowerPoint and Excel skills.