

PENNSYLVANIA STATE EDUCATION ASSOCIATION
Job Description

Job Title: **Administrative Assistant**

Reports to: **Division/Region Manager and/or Professional Staff**

FLSA Status: **Non-exempt**

Job Definition

This is advanced secretarial and administrative assistant level work requiring independent judgment. The position provides administrative support to division, regional, or organizational functions of the Association. This position supports Association programs by controlling office functions; gathering, summarizing, and presenting information on a program/project basis; and conveying and facilitating program information and actions. Work reflects complicated office procedures and activities which are characterized by unpredictable situations and highly varied and difficult interpersonal and coordinative tasks in program administration.

The employee's work schedule is largely planned, prioritized, and executed by the job incumbent. The employee is responsible for a number of essential "stand-alone" administrative office functions that support division or region operations. The employee is viewed by both those inside and outside the organization as the person responsible for delivering the expected or needed program services.

The application of independent judgment distinguishes this level of work from the level two Staff Associate position by (1) developing practices and procedures for the program/function and resolving problems which fall outside of those practices and procedures; (2) exercising independent finality of action in responding to office support decisions; and (3) utilizing a higher level of people interaction skills that necessitates explaining and persuading regarding complicated processes or providing rationale on programmatic issues. Work prioritization is subject to shifts due to external influences and time constraints. Work is performed with considerable independence and limited review; however, recommended process changes to better achieve work objectives are done in consultation with the supervisor prior to implementation.

Responsibility Summary

1. Provides initial program consultative services and follow-up to members, staff, governance, and outside parties about program issues, benefits, processes, and activities, and legislative and regulatory changes affecting the program.
2. Receives and handles program correspondence.

3. Creates draft documents including, but not limited to, letters, memoranda, forms, contracts, briefs, presentations, by-laws, reports, flyers, brochures, agendas, minutes, charts, and graphs.
4. Coordinates complex clerical projects which are often one-time initiatives assigned by a program administrator including, but not limited to, creating and distributing schedules; obtaining pertinent information from members, staff, and outside parties; reviewing information from outside sources to ensure credibility, accuracy, and pertinence; determining the possible financial impact of the project on the Association by researching and compiling information and creating a report for the manager's review; preparing follow-up when necessary; and processing and tracking all payments and invoices.
5. Drafts preliminary agendas for meetings by determining items to be presented, arranging agenda items, and disseminating information to governance/members/staff for scrutiny and finalization prior to scheduled meetings.
6. Assists a program administrator in support of special projects, work team projects, and committee assignments by preparing documents; drafting minutes; preparing notes for chairperson; creating presentations; creating graphs and charts; and maintaining complete files.
7. Handles inquiries concerning the routine aspects of the program area and provides the needed information or advice.
8. Provides information in support of the creation of the program budget and assists in the monitoring of its implementation. This may include collecting and reviewing information, inputting information into the budget database, identifying routine budget trends, and creating reports for management review.
9. Assists a program administrator with Request for Proposals (RFP's) including drafting contents, assembling data for inclusion, obtaining distribution lists and addresses from appropriate sources, preparing a proposal in final form for review by the manager, coordinating the distribution details, and coordinating the receipt and summarization of vendor responses and bids.
10. Develops forms and procedures for use by the division/office, as well as recommends operational timelines, schedules, and guidelines that are considered and finalized by the program administrator.
11. Organizes materials and sets up formats and layouts for the production of brochures, flyers, pamphlets, and other documents.
12. Uses specialized computer software in support of the program area, including PSEA's mainframe programs (e.g., Conference System, etc.), database access programs, files, and/or the Dushane Legal Management System (DLMS).

13. Supports professional and administrative staff in planning and coordinating the agenda and logistics of conferences, meetings, seminars, elections, organizing events, and training sessions by arranging location, obtaining volunteers/workers, developing agendas, coordinating registration requirements and materials, collecting fees, processing payments, tracking income, and following up with members and staff regarding the outcome of the conference/event/session via survey, telephone, and/or email.
14. Serves as liaison to management to provide information updates and coordinate activities regarding program functions.
15. Assists professionals by conducting searches for precedents, procedures, decisions, or similar material for use by the professional in providing service to members. Reference searches include using credible sources including journals, indices, periodicals, past precedent setting documents, internet sites, standard scholarly works, and other queries.
16. Performs tasks and handles responsibilities as provided for in the Staff Associate job description.
17. Performs other administrative and office support duties pertinent to the specific area being supported (which may be further delineated in a position description) as assigned by the program administrator to assure orderly and effective operations.
18. Performs other duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of the general principles and practices that are applied in effective and harmonious office operations, routine administrative and process coordination; and associated record keeping and reporting.
- Knowledge of standard methods of collecting, evaluating, interpreting, summarizing, and reporting on data relating to process support management.
- Knowledge of English grammar, spelling, and punctuation at a level equivalent to that used in writing or adjusting written materials normally consisting of complex sentence structures; multiple syllable words; and punctuation marks for word, number, sentence, phrase, and clause separation.
- Knowledge of methods and applications involved in the preparation of copy for publication and exhibition.

- Knowledge of the types, organization, and use of various kinds of office files that are organized according to multiple indexing methods; and logs, forms, and letter formats used in consolidating information from numerous sources.
- Skill in the application of the required core knowledge.
- Skill in investigating, gathering, assembling, correlating and presenting facts and developing administrative office process procedures and reports.
- Skill in using computer software applications in support of program activities.
- Skill in taking and transcribing notes of dictation and meeting activities by recording information and transferring it into an accurate, proper final copy.
- Ability to self-direct and effectively organize and carry out staff assignments to achieve stated objectives requiring the organization of material and development of procedures without direct supervision.
- Ability to make independent determinations on the best possible resolutions to problems.
- Ability to apply the essential knowledge requirements in dealing with problems encountered in service delivery and administrative process support.
- Ability to compose correspondence of inquiry or explanation relating to a problem, request, or program need by understanding the issue and determining an effective course of action.
- Ability to communicate effectively in a business environment both orally and in writing.
- Ability to exhibit good customer service traits, use tact and discretion in potentially confrontational situations, and use judgment in dispensing business-related information.
- Ability to organize work in a manner which ensures smooth processing and accomplishment of priority items on schedule.
- Ability to operate modern office equipment such as the PC, typewriter, calculator, copier, printer, scanner, fax machine, phone system, postage meter, etc. and instruct others on their use.
- Ability to work independently and adapt to quick shifts in priority or service needs.
- Ability to understand and follow oral and written instructions pursuant to work objectives and general guidelines.

- Ability to identify confidential and/or sensitive information and determine how to properly handle such information.
- Ability to proof varying types of information for conformance with a prescribed pattern or form, to assure adherence to instructions and office procedures, to maintain consistency of requirements, and for compliance with specific administrative or procedural rules.

Education, Experience, and Special Requirements

A high school degree is required. An Associate's degree in a relevant field is preferred.

Substantive secretarial/administrative assistant experience that reflects complex office support functions, self-starting, and independent work unit process/project coordination is preferred.

February 2011