



**STATE OF NEVADA**  
**Department of Administration**  
**Division of Human Resource Management**

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**CLASS SPECIFICATION**

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
ADMINISTRATIVE ASSISTANT IV	29	F	2.210
ADMINISTRATIVE ASSISTANT III	27	F	2.211
ADMINISTRATIVE ASSISTANT II	25	F	2.212
ADMINISTRATIVE ASSISTANT I	23	F	2.213
ADMINISTRATIVE AID	21	F	2.221

**SERIES CONCEPT**

Administrative Assistants perform a broad variety of clerical, secretarial and administrative support duties in an assigned agency, program or other work unit within State government and the Nevada System of Higher Education (NSHE). Typical duties include maintaining records and files; composing and editing correspondence; data entry; office management; budget monitoring and accounts maintenance; typing and word processing; answering telephones and relaying information; reception; duplicating and distributing materials; preparing for meetings and taking minutes; ordering and stocking supplies and equipment; receiving, sorting and delivering mail; reviewing and processing applications, forms and other documents; operating office equipment such as copiers, personal computers, computer terminals, calculators, facsimile machines, printers, and other equipment; and performing related duties as assigned.

Positions allocated to this series may perform the full spectrum of duties described above, or they may specialize in one or more areas of management and program support. The work assigned to positions in this series ranges from basic clerical duties to specialized program support which may include office management. In addition, positions in this series perform many different combinations of duties.

Some duties may be performed at several levels within this series. For example, positions at each level in the series may photocopy materials. However, at the lowest level in the series photocopying may represent the preponderance of time, while at the highest level it takes a small percentage of time and is not representative of the complexity of the position's major duties. In this example, there is little difference in the level of complexity associated with photocopying materials. A second example of a duty performed at various levels is scheduling meetings and taking minutes. At the lower levels in the series, this may involve less complex tasks such as notifying staff members of the meeting time and location, making notes regarding decisions reached in the meeting, and preparing simple summaries or verbatim transcriptions. At the higher levels, the duty becomes more complex and may involve arranging travel for individuals from multiple locations, coordinating attendance by internal agency management and external entities, and preparing detailed summaries of meeting discussions and decisions which require specific subject matter knowledge.

**ALLOCATION OF POSITIONS**

Allocation of positions to a level within the series is determined by a review of the nature and complexity of work performed; the knowledge, skills and abilities required; independence/supervision received; scope of responsibility/consequence of error; authority to take action/decision-making; and personal contacts necessary to complete work. Employees may be assigned supervisory or leadworker responsibility at any level in the series, but this responsibility does not, by itself, warrant allocation to a higher level.

In order to be reallocated from one level in the series to a higher level, a position must spend the preponderance of time performing higher-level duties. Some positions may perform one or two higher level duties, but this does not provide the basis for reallocation to the higher level. The duty statements listed are intended to be representative of the level, but all classification factors must be considered in relation to the duties assigned to a position in order to determine the appropriate classification.

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## CLASS CONCEPTS

**ADMINISTRATIVE ASSISTANT IV:** Positions at this level provide secretarial, clerical and administrative support to the administrator of a complex division or the manager of multiple statewide programs, services and activities. Or, they perform specialized duties in support of a program or function which require previous knowledge and experience in the subject area. Assignments are broadly stated in terms of objectives to be met, and/or they are specialized and require the use of analytical and critical thinking to determine appropriate action. Problem resolution often requires research, comparison and examination of detailed agency/program-specific information. Errors directly affect the customized services provided to specific clientele or members of the general public; the content, quality, adequacy and timeliness of services provided; and frequently have monetary consequences to the program or loss of agency credibility. Incumbents interpret and explain complex regulations, laws and program requirements; convince others to take a specific course of action; resolve difficult problems; and defend and justify agency actions to individuals or groups. Critical assignments are reviewed to ensure conformance to standards of quality and general acceptability. Positions at this level may or may not supervise lower level staff.

### **Representative duties for ADMINISTRATIVE ASSISTANT IV include:**

Act as liaison for the administrator regarding agency activities, operations and programs; coordinate communications with other administrators, agency managers, leaders of external entities, community groups and the general public; relay specialized and sensitive information which impacts division programs and activities; defuse irate callers who insist upon speaking with the administrator; schedule, organize and coordinate meetings, conferences and publicized events.

Research and investigate complaints, public inquiries and issues raised by external entities including the legislature and governor's office staff; review and evaluate historical information, precedents and applicable regulations, statute and guidelines; develop alternative courses of action and probable outcomes based on available information and projections for the supervisor's review.

Receive, review and evaluate information concerning the eligibility and/or activities of program clientele; interpret and explain program policies, regulations and requirements to individuals who may have opposing viewpoints, varying agendas, and vested personal interests; provide information in a professional manner to individuals who may be confrontational, uncooperative and unpleasant.

Perform specialized duties in support of one or more agency programs; implement, coordinate and oversee a major component of a complex program; develop and produce informational materials as requested by the supervisor; ensure program activities conform to established goals and policies; represent the program by participating in ongoing and ad hoc committees and work groups as assigned.

Assist professional staff in developing fiscal, operational and procedural program plans by studying historical precedents, present requirements, and projected costs and trends; plan the sequence of detailed steps required to accomplish program objectives; develop, revise and maintain specific procedures and manuals.

Compile, organize and consolidate financial and statistical data required to assist in the development of the budget of a major work unit; analyze and reconcile numerical data and narrative information; develop spreadsheets to facilitate data analysis; compile cost sheets; prepare reports and budget documents according to specific instructions from the Budget Office.

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### CLASS CONCEPTS (cont'd)

#### Representative duties for ADMINISTRATIVE ASSISTANT IV (cont'd)

Assist professional staff with projects and assignments; compile and summarize information; compose narrative reports, announcements, correspondence, findings of fact and other materials using appropriate grammar, punctuation, spelling and syntax.

Obtain and record specialized information concerning program activities and clientele and communicate with representatives of external entities as required; ensure compliance with legal requirements and procedures, agency policies and program guidelines; develop remedies for non-compliance or refer to appropriate personnel according to established procedures.

Maintain records and track the progress and outcome of legislative proposals, grievances, contracts, personnel and project activities; develop and implement effective and efficient recordkeeping systems and ensure that information is logically organized, appropriately cross-referenced, and accessible to users; ensure confidentiality of sensitive information which is not part of the public record.

Train, supervise and evaluate the performance of personnel as assigned; assign, prioritize and review work; ensure completed work products meet required timelines and standards of quality and quantity.

#### Representative duties at a college or university may also include:

Advise individual and groups of students at the school or college level through the core curriculum process and provide specialized and technical information related to degree requirements, eligibility, course content, program objectives, licensing, timelines and related information; make recommendations regarding academic coursework, career choices, academic testing, scholarships, and other financial aid; make initial determinations on core exceptions; approve or disapprove applications for graduation; suggest alternatives for achieving graduation.

Organize, coordinate and attend official ceremonies, special events, recruitment fairs and other functions for the purpose of representing a program or the administrator; promote positive public relations and ensure smooth operation of the event including arrangements for parking, catering, seating and other amenities.

Organize and coordinate recruitment activities for faculty and classified staff positions; ensure appropriate distribution of recruitment announcements; compile and organize information provided by applicants in accordance with established personnel rules, regulations, policies and procedures; provide administrative support to search committees as assigned.

Provide administrative support to faculty and researchers in relation to research grants; compile, organize and prepare materials for grant proposals; assist in the development of grant budgets; review the grant application package for completeness, accuracy and conformance to grant requirements; track, monitor and provide researchers with budget updates including shortages, overages or unexpected expenses.

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**ADMINISTRATIVE ASSISTANT III:** Positions at this level provide secretarial support to the manager of a complex work group consisting of professional staff and subordinate supervisors, or, they perform program, administrative or support duties. Assignments require problem solving and performance of specialized duties

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### **CLASS CONCEPTS (cont'd)**

#### **ADMINISTRATIVE ASSISTANT III (cont'd)**

within the framework of agency/program policies, procedures, requirements and applicable regulations. Additionally, initiative and judgment are required to determine the priority of assignments and to structure tasks to accomplish program and administrative objectives within established schedules and timelines. The work is specialized and involves circumstances requiring adaptation of different approaches or methods to solve problems. Errors affect the timely provision of services to the manager, program staff and clientele and may cause inconvenience and financial loss to program clientele. Incumbents exchange specialized program related information and explain detailed regulations and procedures to agency staff and program clientele including why and how regulations apply to their specific situation or problem. Completed work products are reviewed periodically by the supervisor or the users within or outside the agency. Positions at this level may or may not supervise lower level staff.

#### **Representative duties for ADMINISTRATIVE ASSISTANT III include:**

Receive, review, approve or deny applications and requests for program services; make initial eligibility determinations; contact applicants for additional information and clarification as required; explain reasons for ineligibility, program regulations and requirements, and available remedies such as an appeal process; review appeals and make initial determinations or refer to higher level staff for response or disposition.

Screen the manager's calls, assessing the relative importance of each call; respond to requests for information; defuse irate clients/callers who may have been referred by lower level staff; take detailed messages concerning issues of significance to the agency; schedule and attend meetings with external entities; prepare agendas and action items; transcribe and distribute written summaries or minutes.

Coordinate communications between the manager and other professional and administrative staff both within and outside the work unit; receive and relay sensitive information related to agency activities, personnel and clientele; provide explanations regarding established policies and procedures.

Supervise a unit of lower level administrative support personnel who perform duties representative of the Administrative Assistant II level; plan, organize and oversee the activities and operations of the office or unit; establish and implement procedures and desk manuals; perform the most complex assignments and resolve issues and problems referred by subordinate staff or the supervisor; train and evaluate the performance of assigned personnel.

Prepare reports which summarize financial and statistical information related to the work unit's budget, accounts, activities, program clientele and operations; advise management of unusual trends, funding levels and expenditures; assist with budget development by compiling information to support projected expenditures in specific areas such as operating costs, travel costs and staff development.

Create spreadsheets including formulas to organize, display and summarize data, facilitate analysis and identify interrelationships; prepare special reports for other agencies and external entities.

Maintain and monitor financial and statistical information related to agency accounts, travel, licenses, bonding, grants, programs and activities, revenues and expenses; ensure data is current, complete and accurate; maintain current balances; authorize expenditures within clearly designated areas of responsibility and spending limitations established by regulation.

Review documents prepared by others for program compliance; identify discrepancies, resolve problems and provide guidance to lower level staff; authorize and approve documents within assigned parameters.

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### CLASS CONCEPTS (cont'd)

#### Representative duties for ADMINISTRATIVE ASSISTANT III (cont'd)

Develop, design, install and maintain multiple Web pages and/or Web sites of significant size, scope and complexity; resolve design conflicts; monitor Web site performance and overall integrity; prepare, implement and enforce Web site administrator procedures; provide Web site maintenance, repair and recovery; develop backup and recovery documents.

Compose documents and materials including correspondence, memoranda, reports, charts and other items in support of program and agency operations; provide and explain information including applicable rules, regulations, guidelines, policies and procedures; distribute materials to concerned parties according to established distribution lists or on an as-needed basis.

Research information from a variety of internal and external sources including the Internet for projects which may include unique purchases; identify sources of information and communicate with vendors and others concerning technical aspects of the project/purchase; evaluate and compare information; report findings to the supervisor.

#### Representative duties at a college or university may also include:

Assist faculty with advising individual and groups of students; provide information related to requirements, eligibility, course content, objectives, timelines, licensing and other information requiring knowledge of the subject matter; interpret and apply department, program and institutional policies and applicable regulations; refer students to higher level staff or faculty for advisement related to career opportunities, academic difficulties, waivers and exceptions to curricular requirements.

Participate in organizing, scheduling and coordinating special events and activities; make appropriate arrangements for parking, seating, refreshments and other amenities; represent the department or work unit to students, faculty and the public.

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**ADMINISTRATIVE ASSISTANT II:** Positions at this level provide administrative and/or program support in an assigned program, section or division of an agency. Incumbents may serve in a generalist capacity and perform a variety of support duties, or they may perform program-specific duties. Assignments are varied, involving different and/or unrelated processes and methods that require evaluation of several alternative courses of action. The focus is on specific desired end products, and the incumbent has the latitude to select the most appropriate methods and tools to get the job done within established administrative guidelines, regulations or instructions. Errors are not always subject to direct verification or checking, may result in lost efficiency due to repetition of work, and affect the accuracy, reliability or acceptability of work products. Incumbents obtain and verify information from a variety of sources, and provide information that requires explanation of a variety of regulations, requirements and procedures. Positions at this level may or may not supervise lower level staff.

#### Representative duties for ADMINISTRATIVE ASSISTANT II include:

Receive and process applications and requests for program services; review information provided and make initial eligibility determinations based on established criteria and requirements; contact applicants and various entities for additional information; receive appeals from ineligible applicants and refer to appropriate staff for response or disposition.

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### **CLASS CONCEPTS (cont'd)**

#### **Representative duties for ADMINISTRATIVE ASSISTANT II (cont'd)**

Supervise a unit of file clerks, data entry operators, unit clerks or switchboard operators who provide routine administrative support to the organization by maintaining records and files, entering data in computer equipment, and answering telephones and greeting visitors; organize and coordinate unit activities; train, supervise and evaluate the performance of assigned personnel; ensure work products meet established standards of quantity and quality.

Maintain financial records and track balances for general ledger groups and/or categories including operating, equipment, travel and staff development; prepare accounts payable and receivable documents and assign accounting codes in compliance with established rules, regulations and procedures which may include contractual and grant limitations; reconcile internal records and reports to those of the Controller's Office.

Receive, review, code and process a variety of clerical accounting documents including invoices, claims, billing forms and other materials used in the agency and/or program area to which assigned; ensure conformance to established formats, time frames and regulations.

Serve as the pay clerk for an agency; review timesheets for completeness, authorized signatures, correct calculation of hours, adequate leave balances, and attachment of required documentation; contact employees, supervisors and staff in the pay center regarding discrepancies and make necessary corrections; batch and enter data in a computerized payroll system; prepare time adjustment sheets as needed.

Assist management in budget preparation by reviewing and extracting historical accounting data and report findings; oversee and record specific budgetary expenses by line item and provide status reports.

Format, edit and produce a variety of complex materials such as brochures, newsletters, flyers, presentations, charts, graphs, instructional materials, medical/clinical transcription, non-standard reports and other items using computer equipment and software; maintain complex databases and spreadsheets; convert documents for Internet usage and maintain Web hyperlinks as assigned.

Establish and maintain complex recordkeeping systems including indexed and cross-referenced materials for the work unit considering confidentiality and accessibility of information and storage space available; release information upon receipt of properly executed consent agreements or court orders according to legal or regulatory requirements, and/or agency policies and procedures; develop purging and archiving procedures according to established records retention schedules.

Prepare and maintain property inventory records for a major work unit; assign identification tags; title agency vehicles as required by law; perform periodic physical inventory to reconcile agency records with those of State Purchasing; arrange for disposition of excess property according to policy.

#### **Representative duties at a college or university may also include:**

Assist in advising individual and small groups of students; provide standard and routine information concerning major and minor requirements, core curriculum requirements, and institutional policies and requirements; assist students in completing forms to request change of major, application for graduation, independent study and other requests.

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### **CLASS CONCEPTS (cont'd)**

#### **ADMINISTRATIVE ASSISTANT II (cont'd)**

##### **Representative duties at a college or university (cont'd)**

Coordinate and participate in preparation of the schedule of classes for a large academic program such as Mathematics or English, or for a smaller but more complex program such as Surgery, Counseling or Educational Psychology; collect, compile and record preliminary information from spreadsheets or other computerized files; coordinate faculty class rotation; assist in resolving conflicting requests for instructional space; relay finalized schedule to the Admissions & Records Office.

Update and maintain existing Web sites which contain information such as course materials, syllabi, manuscripts, course offerings, college or department events.

Coordinate recruitments for classified and faculty positions; prepare and type required forms, announcements or advertisements; contact applicants, make travel arrangements and schedule interviews. Assist in compiling and organizing information for course schedules; prepare addition/deletion forms; assist in assignment of instructional space as requested.

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**ADMINISTRATIVE ASSISTANT I:** Positions at this level perform clerical and secretarial duties in support of a work unit or program in an assigned agency. Incumbents may specialize in word processing, data entry, telephone/reception duties, files/records maintenance, transcription or other assignments, or they may serve in a generalist capacity and perform many of the duties described in the series concept. At this level, work involves interrelated and/or recurring tasks that require following standardized, sequential steps, processes or procedures. Assignments are structured and specific guidelines are available in procedure manuals and/or written or verbal instructions. Deviations from standard practices require prior approval by the supervisor, who is generally available to answer questions and make decisions, or professional staff within the work unit. Errors generally affect immediate or surrounding work units or a particular phase of agency operations and could create inconvenience to co-workers and program clientele. Incumbents obtain factual information, resolve procedural problems and discrepancies, and explain standard procedures, program requirements and/or practices. Positions at this level may or may not supervise lower level staff.

##### **Representative duties for ADMINISTRATIVE ASSISTANT I include:**

Provide program support duties such as assisting program clientele in person and on the telephone; explain application procedures and essential eligibility requirements; review basic forms and applications for completeness and standardized criteria; send out determination notices and contact clientele regarding inconsistent or incomplete information using standard forms and correspondence; receive, receipt and account for fees and money received.

Perform secretarial duties in support of an assigned supervisor or work unit; schedule appointments; arrange internal agency meetings and travel; open, screen and route mail and respond to routine items not requiring the supervisor's attention; answer telephones, take messages and relay factual information to others as requested by the supervisor.

Retrieve and compile financial, statistical and narrative information for inclusion in recurring reports related to work unit activities; summarize data as required for ad hoc reports; search specific sites on the Internet for factual information as directed.

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### CLASS CONCEPTS (cont'd)

#### Representative duties for ADMINISTRATIVE ASSISTANT I (cont'd)

Gather information to assist in preparing and processing documents related to payroll, personnel, budget, accounts, and other information related to agency programs and activities; complete required forms or record actions on-line in accordance with State regulations and agency policies; compile and sort documents; match and verify identifying information; check arithmetic calculations.

Receive payments, prepare receipts and match payment to receivable document; post payments to receivable accounts; prepare vouchers payable and assign accounting codes for general ledger groups and/or categories as assigned; review and compare internal accounting records to budget status reports; check account information and respond to inquiries from clients or vendors.

Type, format, produce and duplicate reports, correspondence and other documents using word processing, spreadsheet and associated business software; perform production typing from rough drafts or tapes; format documents received via disk, electronic mail or other means; check and correct spelling, punctuation and grammar as needed.

Order, receive and store office supplies, forms and equipment according to established procedures and instructions; prepare and process purchase orders, requisitions or other documentation.

Maintain unit or program related records and files in accordance with agency policies and procedures and established records retention schedules; locate and supply information requested by the public using various internal files; purge duplicate and outdated materials.

Perform data entry assignments, entering data from a variety of documents and resolving coding problems referred by lower level staff which may include illegible, incomplete or incorrect data; review and edit reports related to data entered; back up data and transfer files to host system; and schedule system maintenance.

Prepare mailings to agencies and clientele to various locations according to established distribution lists and postal regulations; package and send items via express carriers as required by time and cost constraints.

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**ADMINISTRATIVE AID:** Positions at this level provide general clerical support to a work unit or program within an agency. Hiring authorities may use this class as a trainee level for Accounting Assistant, Supply Technician or other series in the Clerical & Related Services occupational group, or positions may be allocated at this level permanently when assigned duties include basic, standardized clerical tasks. Assignments at this level are routine, repetitive and fairly predictable; quickly learned and performed in accordance with clearly defined instructions; and require little decision-making.

#### Representative duties for ADMINISTRATIVE AID include:

File, locate and retrieve information according to alphabetical, numerical, coded or other established records maintenance systems; arrange materials for storage, disposal or preservation according to established procedures.

Record data and maintain routine records of addresses, telephone numbers, staff schedules and attendance, activity logs and subject files.



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**CLASS CONCEPTS (cont'd)**

**Representative duties for ADMINISTRATIVE AID (cont'd)**

Duplicate, collate, assemble and distribute materials according to established agency policies and procedures.

Pick up, receive, open, date stamp, sort and deliver mail and other materials to agency staff.

Type materials such as correspondence and reports; create and/or maintain non-complex databases and spreadsheets such as address lists and logs according to explicit instructions.

Enter data in computer terminal according to clearly defined instructions and criteria; review data for completeness; refer incomplete, illegible or incorrect data and documents to higher level staff for resolution; maintain production logs as assigned.

Receive, code and review applications, forms, documents and payments for completeness, correctness and compliance with clearly established requirements and regulations.

Monitor, maintain and inventory office supplies to support activities of the work unit; reorder standard office supplies and equipment from approved vendors according to clearly established procedures.

Receive, store, issue, ship and inventory stocked materials and supplies in a stores or warehouse environment; complete required documentation and maintain related records.

Perform basic clerical accounting tasks; receive invoices and verify the completeness and accuracy of specific information; code information for invoice payment based on clear-cut procedures and instructions; check arithmetic calculations; maintain petty cash fund balances; assemble, sort and batch documents and information for processing.

Perform receptionist duties and answer telephones; greet office callers and visitors and provide basic information regarding agency activities; answer general questions, send prepared brochures or informational materials to requestors, and refer callers/visitors to appropriate personnel or offices.

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**MINIMUM QUALIFICATIONS**

**SPECIAL REQUIREMENT:**

- \* Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions, must submit to pre-employment screening for controlled substances.

**ADMINISTRATIVE ASSISTANT IV**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and four years of progressively responsible relevant work experience which included experience in one or more of the following areas: providing administrative/program support to professional staff and management;

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### MINIMUM QUALIFICATIONS (cont'd)

#### ADMINISTRATIVE ASSISTANT IV (cont'd)

##### EDUCATION AND EXPERIENCE (cont'd)

performing secretarial duties in support of a manager; coordinating communications between the manager, staff and program clientele; supervision of subordinate staff; researching information from internal and external sources; **OR** one year of experience as an Administrative Assistant III in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

##### ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Detailed knowledge of:** functions and operation of an administrative office and/or program area. **Working knowledge of:** principles of supervision and training if applicable to the assignment; maintenance of budget and financial records if applicable to the assignment. **Ability to:** provide administrative assistance and secretarial support to a division administrator or the manager of a major work unit with responsibility for multiple programs and functions; analyze problems and develop creative solutions; supervise and oversee the work of subordinate staff as assigned; plan, develop and implement production goals, work performance standards and specific processes and procedures required to complete projects and ongoing assignments; manage the administrator's calendar as requested; receive and respond to inquiries involving complex and sensitive issues which directly impact agency staff, operations and activities; make operational decisions related to program activities and office management within established limits of authority; interpret, apply and explain complex laws, regulations, requirements, restrictions and standards to program clientele, representatives of external entities and other agencies, and others; research and investigate complex questions and issues requiring the review and consideration of historical data, current developments and probable outcomes; compose effective correspondence, announcements, training materials, narrative summaries and reports, proposals and recommendations and other written materials; compile and analyze records, numerical and descriptive information from forms, applications, contracts, spreadsheets, invoices and other materials; *and all knowledge, skills and abilities required at the lower levels.*

##### FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Detailed knowledge of:** agency mission, functions, programs, activities and operating policies; eligibility requirements, enabling statutes, and agency policies related to the program to which assigned. **Working knowledge of:** State regulations and requirements related to purchasing, budget development and maintenance, and personnel administration.

#### ADMINISTRATIVE ASSISTANT III

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and three years of progressively responsible relevant work experience which included experience in one or more of the following areas: maintenance of complex records and files; public/customer relations including explaining detailed policies, regulations and requirements; preparation and processing of financial and statistical documents such as payroll, travel, claims and budgeting forms; and assisting staff and management with projects and activities; **OR** one year of experience as an Administrative Assistant II in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

##### ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** functions and operation of an administrative office; operation and use of word processing, spreadsheet, database management and other associated business software. **General knowledge of:** principles of supervision and training if applicable to the assignment. **Ability to:** interpret and apply

ADMINISTRATIVE ASSISTANT IV	29	F	2.210
ADMINISTRATIVE ASSISTANT III	27	F	2.211
ADMINISTRATIVE ASSISTANT II	25	F	2.212
ADMINISTRATIVE ASSISTANT I	23	F	2.213
ADMINISTRATIVE AID	21	F	2.221

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### MINIMUM QUALIFICATIONS (cont'd)

#### ADMINISTRATIVE ASSISTANT III (cont'd)

##### ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (cont'd)

complex rules, regulations, policies and procedures to specific problems and situations; receive inquiries and resolve complaints from staff and program clientele; perform specialized duties in support of program activities; coordinate communications with other work groups, both within and outside the agency; organize, coordinate and oversee the work of subordinate staff as required to meet schedules and timelines if required by the assignment; research information from a variety of departmental and external sources; compile and update information and prepare reports related to specific program/management activities; coordinate a variety of projects and assignments; assist agency staff in resolving computer hardware and software related problems and malfunctions, if applicable to the assignment; *and all knowledge, skills and abilities required at the lower levels.*

##### FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Working knowledge of:** agency mission, functions, programs, activities and operating policies; eligibility requirements, applicable regulations and policies related to the program to which assigned; State regulations and requirements related to purchasing, budget preparation and maintenance, and personnel administration.

#### ADMINISTRATIVE ASSISTANT II

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and two years of clerical and administrative support experience which included experience in one or more of the following areas: maintaining records and files; preparing a variety of materials using a personal computer or word processor; assisting customers in completing forms and applications; and/or performing secretarial duties in support of professional staff; **OR** one year of experience as an Administrative Assistant I in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

##### ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** administrative support functions. **General knowledge of:** financial and statistical recordkeeping methods. **Ability to:** provide administrative support to agency/program staff and managers; apply complex agency and/or program regulations, requirements and policies to specific situations; receive, review and process a variety of documents according to established guidelines, policies, regulations and timelines; type, format and produce technical documents and/or medical/clinical transcription using a personal computer and appropriate word processing, spreadsheet and/or database management software; establish, organize and maintain complex filing systems including indexed and cross-referenced materials; organize clerical assignments and establish appropriate timelines; communicate effectively both orally and in writing; arrange and schedule meetings and appointments; prepare agendas and take minutes at meetings; train and supervise subordinate staff as assigned; compile, organize and summarize data for inclusion in reports; *and all knowledge, skills and abilities required at the lower levels.*

##### FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

*(These are identical to the Entry Level Knowledge, Skills and Abilities required for Administrative Assistant III.)*

ADMINISTRATIVE ASSISTANT IV	29	F	2.210
ADMINISTRATIVE ASSISTANT III	27	F	2.211
ADMINISTRATIVE ASSISTANT II	25	F	2.212
ADMINISTRATIVE ASSISTANT I	23	F	2.213
ADMINISTRATIVE AID	21	F	2.221

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### MINIMUM QUALIFICATIONS (cont'd)

#### ADMINISTRATIVE ASSISTANT I

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and one year of clerical experience which included experience in one or more of the following areas: maintaining records, answering telephones, and reviewing forms, documents and other written materials; **OR** six months of experience as an Administrative Aid in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**Working knowledge of:** standard office procedures, practices and methods; word processing software; data entry techniques; recordkeeping techniques; telephone etiquette. **General knowledge of:** business English; business software including spreadsheets and database management; basic customer service skills; basic financial and statistical recordkeeping methods; clerical accounting procedures. **Ability to:** provide administrative support to agency staff in program and management activities; apply and explain rules, regulations, policies and procedures related to a specific program or service; read and understand manuals and other detailed written materials; review applications and other documents for completeness and conformance to established procedures and requirements; maintain records including manual and electronic files; process timesheets, payroll documents, purchase orders, invoices, claims, and related materials according to clearly established procedures; enter data in computer equipment and resolve data discrepancies; type, format and produce correspondence, reports and other materials using a personal computer or typewriter; compose routine business correspondence. **Skill in:** the operation and use of office equipment; typing at a rate of speed designated by the hiring authority; *and all knowledge, skills and abilities required at the lower level.*

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES** (typically acquired on the job):

*(These are identical to the Entry Level Knowledge, Skills and Abilities required for Administrative Assistant II.)*

#### ADMINISTRATIVE AID

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and six months of general clerical experience; **OR** six months of experience as a Clerical Trainee in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**General knowledge of:** standard office procedures such as filing, typing, duplicating materials; answering telephones and taking/sending written or electronic-mail messages; distributing mail; telephone etiquette; correct English usage, grammar and punctuation; proper spelling of commonly used words; operation of computers and other office machines; word processing software; manual and computerized recordkeeping methods; basic math; reading skills sufficient to understand information and materials related to the assignment. **Ability to:** use computers, telephones, paging systems, copiers, facsimile machines and other office equipment used to perform clerical work; understand and follow oral and written directions; communicate and work cooperatively with others including co-workers, program clientele and the public; add, subtract, multiply and divide numbers accurately.

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES** (typically acquired on the job):

*(These are identical to the Entry Level Knowledge, Skills and Abilities required for Administrative Assistant I.)*

<b>ADMINISTRATIVE ASSISTANT IV</b>	<b>29</b>	<b>F</b>	<b>2.210</b>
<b>ADMINISTRATIVE ASSISTANT III</b>	<b>27</b>	<b>F</b>	<b>2.211</b>
<b>ADMINISTRATIVE ASSISTANT II</b>	<b>25</b>	<b>F</b>	<b>2.212</b>
<b>ADMINISTRATIVE ASSISTANT I</b>	<b>23</b>	<b>F</b>	<b>2.213</b>
<b>ADMINISTRATIVE AID</b>	<b>21</b>	<b>F</b>	<b>2.221</b>

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This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>2.210</u>	<u>2.211</u>	<u>2.212</u>	<u>2.213</u>	<u>2.221</u>
ESTABLISHED:	7/1/01P 10/4/00PC	7/1/01P 10/4/00PC	7/1/01P 10/4/00PC	7/1/01P 10/4/00PC	7/1/89P 9/27/88PC
REVISED:					7/1/89P 6/9/89-3
REVISED:					7/1/01P 10/4/00PC
REVISED:			7/1/01P 4/27/01PC		
REVISED:	7/1/05LG	7/1/05LG	7/1/05LG	7/1/05LG	7/1/05LG