

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification & Salary Guidelines

Occ. Code 2900000

Administrative Assistant, NS

Grade 11, 15

2900000

Brief Description of Class

Administrative Assistants ensure the efficient operation of an office by performing a wide range of administrative tasks related to correspondence, files, and calendar management; work coordination; customer service; information gathering; and report compilation. Positions typically report to a high level exempt manager or executive.

Distinguishing Characteristics

Administrative Assistant

Levels in this series are distinguished by evaluating the following factors: variety and scope of duties performed; independence of operation; reporting relationship; size and scope of the assigned program; and supervisory responsibilities.

Grade 11: reports to an executive or exempt manager; and is assigned to a program that has a narrow focus or limited impact.

Grade 15: Typically reports to a deputy or higher level executive; performs a diverse range of duties in support of a large program with wide impact; and may supervise lower level staff.

Illustrative Duties

Administrative Assistant

- Answer telephones, provide information to callers, take messages, and transfer calls.
- Greet visitors and callers, handle inquiries, and direct visitors or callers to appropriate individuals.
- Open, read, route, and distribute incoming mail or other materials; answer routine letters; and prepare and mail items.

- Set up and manage paper and electronic filing systems; and use various information technology applications such as email, database, and word processing applications.
- Operate office equipment such as printers, scanners, and copiers; and arrange for equipment repairs.
- Create, maintain, and enter information into databases.
- Maintain schedule and event calendars; coordinate conferences, meetings, and events; and make travel arrangements for staff.
- Complete forms in accordance with agency procedures.
- Copy, file, and distribute documents to staff.
- Locate and attach files to correspondence requiring replies.
- Compose, type, and distribute meeting notes, correspondence, and reports.
- Review work done by others for proper grammar and formatting, and make and recommend revisions.
- Search for information using sources such as the internet.
- Order and distribute supplies.
- May supervise lower-level clerical staff and provide training and orientation to new staff.

Minimum Qualifications

Grade 11: Two years of relevant experience.*

Grade 15: Three years of relevant experience.*

*Substitution: Certification (such as the International Association of Administrative Professionals' Certified Administrative Professional), diploma, or associate's degree in office administration, secretarial science, administrative assistance, paralegal, business technology, or office technology may substitute for two years of experience.

Note: Classification & Salary Guidelines illustrate the nature and scope of duties and responsibilities of the exempt classes they describe, and the recommended salary ranges for such classes. These guidelines cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those recommended for appointment at the time the guidelines were written.

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