

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

Classification Standard

Occ. Code 2900100

Administrative Assistant 1, Grade 11 2900100
Administrative Assistant 2, Grade 15 2900200

Brief Description of Class Series

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; fielding of questions; information gathering; and compilation of reports. These positions are found in virtually all State agencies.

Distinguishing Characteristics

Administrative Assistants 1 and 2 establish office procedures; design filing systems; implement policies and procedures; maintain efficient work flow; resolve day-to-day operational problems; respond to phone calls; sort paper and electronic mail; organize, expedite and follow up on projects; and coordinate information flow by acting as liaison among executives, staff, other employees and the public. Levels in this series are distinguished by an overall evaluation of the following factors: breadth of duties performed; independence of operation; reporting relationship; size and scope of office; and supervisory responsibilities.

Administrative Assistant 1: full performance level; under the supervision of higher-level staff, performs many support tasks but level of involvement is limited by the tasks being performed or by the size and scope of the program supported. Incumbents usually work for administrators, technical or program staff who generally give some direction in setting priorities and answering questions.

Administrative Assistant 2: advanced performance level; classified in large and active programs; usually works for a manager who has a wide range of responsibilities. Incumbents work under broad guidelines, select the best course of action from a number of alternatives, and set their own priorities based on a review of the work to be performed and their knowledge of the program and office procedures.

Related Classes

Office Assistants (Keyboarding) spend the majority of their work time operating equipment that requires the manipulation of an alphanumeric keyboard in accordance with standards of acceptable levels of production to produce correspondence, reports, forms, charts and other material.

Critical distinctions between Administrative Assistant 1 and 2 and Office Assistant are the former's responsibility for serving as the principal administrative support position in an office; organizing and coordinating administrative activities; and directing the information flow.

Program Aides perform a variety of substantive professional, technical, and administrative duties under the supervision and guidance of professional staff in agency-specific programs or in administrative areas such as finance, budgeting, or human resources.

Illustrative Tasks

- Answers telephone and gives information to callers, takes messages, and transfers calls to appropriate individuals.
- Greets visitors or callers and handles their inquiries; or directs them to the appropriate persons.
- Opens, reads, routes, and distributes incoming mail or other materials and answers routine inquiries.
- Tracks and coordinates assignments.
- Sets up and manages paper and electronic filing systems.
- Uses various information technology applications such as email, database, spreadsheets and word processing applications.
- Operates office equipment such as printers, scanners, and copiers; and arranges for repairs when equipment malfunctions.
- Creates, maintains, and enters information into spreadsheets and databases.
- Maintains scheduling and event calendars. Schedules and confirms appointments for clients, customers, or supervisors.
- Coordinates conferences, meetings, or special events, such as luncheons or graduation ceremonies. Makes travel arrangements for staff. Creates and/or submits travel expense reports for staff.
- Completes forms in accordance with agency procedures.
- Makes copies of various documents, places them in proper files, and distributes them to appropriate staff.
- Locates and attaches appropriate files to incoming correspondence requiring replies.
- Composes, types, and distributes meeting notes, correspondence, and reports.
- Provides services to customers, such as order placement or account information.
- Reviews work done by others to check for correct spelling and proper grammar, ensures that office format policies are followed, and recommends revisions.

- Searches for information using various sources including the internet.
- Manages projects or contributes to committee or team work.
- Mails various items including letters, reports, and promotional materials; and prepares packages and arranges for them to be shipped.
- Orders and distributes supplies.
- Creates conference or event materials such as flyers or invitations.
- Establishes work procedures or schedules and keeps track of the daily work of clerical staff.
- May supervise other clerical staff and provide training and orientation to new staff.
- May take meeting minutes, and/or prepare material from dictation.

Minimum Qualifications

Administrative Assistant 1

Promotion: one year of service in a clerical title allocated to Grade 6 and above; and completion of a two-year traineeship*.

Non-competitive: high school diploma or high school equivalency diploma; and two years of experience in administrative support**, which includes use of office software (e.g., email, word processing), provision of customer service, business writing, and management of an office.

Administrative Assistant 2

Promotion: one year of service as Administrative Assistant 1 (Various Language Parenthetics).

Non-competitive: high school diploma or high school equivalency diploma; and three years of experience in administrative support**, which includes use of office software (e.g., email, word processing), provision of customer service, business writing, and management of an office.

* Successful completion of the traineeship requires taking eight courses in the following competencies: Professionalism and Self-Management, Verbal and Written Communication, Interpersonal and Customer Relations, and Computer Skills and Technology. It must include instruction in each of the following topics: office organization and management; business writing; customer service; and Microsoft Word basics.

** Certification (e.g., IAAP Certified Administrative Professional), diploma, or associate's degree in office administration, secretarial science, administrative assistance, paralegal, business technology, or office technology substitutes for two years of experience.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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