CLASS TITLE: ADMINISTRATIVE ASSISTANT SENIOR

BASIC FUNCTION:

Under the   of communications and
ains a variety of manual and automated records and reports
other administrative and support staff; services as a liaison

between the Director and other County Office staff and members of the public; assists in promoting a culture of customer service and responsiveness for the department.

DISTINGUISHING CHARACTERISTICS:

This class is designed to prepare incumbents for promotional opportunities into higher levels of employment. The incumbent is expected to consistently work independently with limited direction in carrying out assigned tasks in a fast paced environment, often subject to change. The incumbent must be able to troubleshoot a variety of commonly occurring problems and calmly handle suddenly developing problems and situations, and provide guidance to other employees. The incumbent is also expected to make recommendations for improvement regarding day to day operations. The Administrative Assistant Senior serves as the primary administrative support for a Director within a varied, complex, and multi layered department with wide   clerical and

h as a

supervisor, manager or specialist.

Receives visitors, including administrators, staff, parents and the public; provides information or direct to appropriate personnel; exercises independent judgment in resolving a variety of complex and non routine issues; analyzes and refers difficult issues to the Director as needed; ensures the Director is

issues to the Director.

Performs complex and difficult special projects and prepare various forms and reports on behalf of the assigned Director; attends to administrative details on special matters as assigned.

Communicates with personnel and various outside agencies to exchange routine, non routine, complex, or confidential information, requests and provides materials, coordinates activities and resolves issues or concerns; interprets, applies and explains laws, codes, rules, regulations, policies and procedures.

Operates a variety of

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