

STAFF ASSISTANT

JOB PURPOSE AND SUMMARY

Staff Assistants perform a variety of responsible, professional-level duties in support of the assigned department. Duties will vary significantly from department to department but typically involve a blend of administrative, communications, analytical and project management or coordination tasks. Staff Assistants generally report to the department head or a senior management official and are key participants in the formulation of department policy and procedure and improvement of service delivery.

CLASSIFICATION DISTINCTIONS

Staff Assistant is a “generic” classification encompassing a variety of professional-level administrative positions serving in various County departments. Duties and abilities are specialized based on the department of assignment but typically involve administrative and public relations duties which span all or most of the department’s programs and services.

Staff Assistant is distinguished from the Management Analyst series in that the analyst classification involves a greater emphasis in project or issue-based research and quantitative analysis. The classification is distinguished from the Administrative Assistant series by the emphasis on professional rather than administrative support duties. Supervisory responsibilities are usually limited to a temporary, project leadership role rather than continuing staff supervision.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES:

- Represents the department in meetings and on committees dealing with policy and service deliver issues
- Prepares correspondence and reports
- Researches and responds to inquiries from the public, other agencies and other departments
- Conducts research on policy and issues
- Manages or provides administrative coordination for various projects
- Perform related duties as assigned.

QUALIFICATIONS

Education and Experience:

A Bachelor's Degree in public administration or equivalent experience and two to four years of responsible professional experience in a field related to public policy and service delivery. Ideally, experience will be directly related to the department of assignment. A Masters Degree will substitute for two of the required years of experience.

Any combination of training and experience that would provide the required knowledge, skills and abilities will be considered.

Knowledge of principles and techniques of organizational management and administration; analysis and evaluation of policies, procedures, public information and service delivery issues; research methods and techniques; interpersonal and public relations techniques; personal computer applications and usage.

Ability to write clear and concise reports, memoranda and letters; analyze problems, identify alternative solutions, project consequences of proposed actions, and formulate recommendations; interpret and explain policies, procedures, laws and regulations; prepare and make oral presentations; utilize various PC applications at an advanced level; meet and deal tactfully and effectively with other employees, public and private officials, community groups, and the general public.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

Incumbents typically work in an office setting. Essential tasks involve reading and review of written documents and the use of personal computer software applications; oral communications both in person and via telephone. Work may involve the incumbent in evening meetings.

Revised 04-96
Office use: 6/22/00