



ADMINISTRATIVE SPECIALIST

Classified Unclassified

New Revised

DEFINITION

Under the general supervision of a Unit Director, Administrator, or designee, this position provides highly responsible and confidential administrative support necessary to ensure a smooth workflow within a unit or division, territory wide. This is administrative support work in interpreting, explaining, and applying routine policy, procedures, and regulations. The incumbent serves as an integral member of the staff for administrative matters and may serve in the absence of an Executive Assistant.

The incumbent is given some latitude to make independent work decisions when handling administrative work assignments and special projects within a definitive scope requiring knowledge of departmental policies. This position may serve as the point of contact and liaison to provide support services in the areas of administration, payroll, financial, record management, and any other area of the department depending upon the operation or functional area supported.

This position requires a confidential relationship with a policymaker.

DUTIES (NOT ALL INCLUSIVE)

Provides assistance in the coordination of office activities, special projects, payroll, and travel arrangements.

Provides administrative support to plan and coordinate related activity for customers or clients.

Conducts research and analysis on specific issues, as required, and independently prepares non-routine letters and/or reports, which may be highly sensitive and confidential in nature.

Coordinates the disposition and/or resolution of individual problems and disputes involving staff as they arise.

Answers all incoming and long-distance telephone calls. Receives and delivers messages by telephone from outside persons and office personnel.

Directs the mail flow to and from the department and ensures the proper distribution of mail to the appropriate staff members. Opens mail and returns any non-related mail to its appropriate destination or the Post Office. Stamps the actual date of receipt on all pieces of mail received.

Picks up the outgoing correspondence from all personnel to stamp and mail throughout the day.

Provides assistance in the records room—sorting and organizing cases or files for storage.

Handles highly confidential documents and correspondence assigned by a higher officer. Ensures that office operations are following policy provisions and standards.

Prepares and composes inter-office memorandums, correspondence, and reports for approval by the Division Director or unit supervisor.

Provides assistance, responds, and advises on inquiries received from the public relating to a range of administrative subjects, procedures, and policies consistent with the agency's mission.

Performs other related duties as required.

FACTOR 1- KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of office principles and procedures.

Knowledge of the general principles and practices of government and business operations.

Skill in the use of database management, word processing, spreadsheet, and/or presentation software.

Skill in customer service.

Skill in organizing resources and establishing priorities.

Skill in computer software and applications including Microsoft Office Suite and government databases including ERP.

Ability to plan, develop, and coordinate multiple projects.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to maintain confidentiality.

Ability to exercise and demonstrate strong analytical and reasoning skills, and to make administrative and procedural decisions and judgments on sensitive, confidential issues.

Ability to work independently as well as on a team.

FACTOR 2- SUPERVISORY CONTROLS

Work is assigned and supervised by a higher-level officer who reviews work via meetings, discussions, evaluations, and reports.

FACTOR 3- GUIDELINES

Guidelines include federal and local laws, rules and regulations, departmental manuals, legal procedures as outlined for the USVI, the Virgin Islands Code, policies, and Standard Operating Procedures for the Agency.

FACTOR 4- COMPLEXITY

Work is distinguished by its highly confidential nature and assignments are diverse and complex; and require exercising sound judgment and initiative on multiple tasks. It involves interpreting and comprehending administrative procedures, protocol, efficient office maintenance, regulations, and procedures.

FACTOR 5- SCOPE AND EFFECT

The purpose of work is to provide administrative support for the efficient flow of the office or program.

FACTOR 6- PERSONAL CONTACTS

Contacts are managers, employees within the agency, as well as outside agencies, vendors, and the public utilizing telephone, e-mail, fax, and/or in-person communication.

FACTOR 7- PURPOSE OF CONTACTS

Contacts are made to obtain, gather, and disseminate information, conduct investigations, prepare data, facilitate visits, and provide customer service.

FACTOR 8- PHYSICAL DEMANDS

Work is primarily sedentary including occasional walking, standing, bending, reaching, lifting and carrying items.

FACTOR 9- WORK ENVIRONMENT

Work is performed in an office setting; however, some travel may be required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university in Business Administration or a related field.

OR

Any equivalent combination of experience, training and/or education not below that of the twelfth (12th) grade.

Date: 4/13/2023

Approved by: 

Director, Division of Personnel