



Government of the Virgin Islands Administrative Officer I

CLASS CODE	0081	SALARY	\$0.00 Annually
ESTABLISHED DATE	April 23, 2017	REVISION DATE	June 11, 2024

Description

Under the immediate supervision of a Unit Director, Supervisor, or designee, this is administrative work in assisting with the management of an agency. An employee in this class is responsible for serving as administrative support to a department or division director.

Work is at the entry level and of limited complexity; duties are usually specialized in nature relating to a limited number of management areas. Work is performed in accordance with established policies, but the use of good judgment is required in the application and interpretation of rules and regulations. Work is reviewed by a higher-level officer.

Duties and Responsibilities

Provides assistance to the personnel officer in matters such as employee records, recruitment, and other related aspects of personnel administration, as needed to support management, and collaborates with the central personnel agency.

Prepares budget estimates for necessary funds, suggesting needs for additional equipment, supplies, and personnel, including the preparation of appropriate justifications.

Makes apportionment of budgetary funds as necessary, suggesting when certain expenditures should be made; initials expenditure documents for the certifying officer to process and keeps that officer informed of unexpended funds to prevent overspending.

Provides entry-level administrative support and clerical assistance, including but not limited to greeting customers, answering the switchboard, routing calls, data entry, and other functions to facilitate operations as needed by management.

Performs data entry related functions for effective record keeping and office operations.

Maintains files and records, supplies, and materials as required by a higher-level officer.

Prepares reports and logs on all activities of the assigned unit/division.

Informs department or division personnel of policy changes and ensures proper implementation.

Issues drafts (subject to review/approval), interprets, understands, and explains operating policies, rules, and regulations to internal and external stakeholders (e.g., unit staff, clerical/support staff, customers, taxpayers, etc.) and applies them to a variety of situations or problems.

Serves as a representative of the department, explaining agency's programs and procedures.

Performs other related work as assigned.

Minimum Qualifications

Graduation from an accredited college or university with major work in Business Administration or a related field.

OR

Associate degree from an accredited college or university with major work in Business or Public administration with a minimum of two (2) years related administrative support work experience.

OR

A high school diploma or its equivalent and a minimum of four (4) years administrative support work experience.

Position Factors

FACTOR 1- KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of the ERP, computers, and computer operations.

Knowledge of modern office practices and processes.

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

Knowledge of departmental policies, rules, and regulations.

Knowledge of the general theory and principles of budgeting, general procurement and supply and personnel administration and public administration.

Skill in customer service.

Skill in interpersonal communication.

Skill in time management.

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

Ability to prepare reports and develop harmonious relationships with employees, agency heads, and the general public.

Ability to interpret, understand and explain administrative procedures, rules, and policies, and apply them to resolve a wide variety of problems and explain them to unit staff (e.g. clerical/support staff) and external customers, as applicable.

Ability to work independently as well as on a team.

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

Ability to interpret and explain administrative procedures, rules, policies, and apply them to resolve a wide variety of problems.

Ability to multi-task.

Ability to prepare activity reports and logs.

FACTOR 2- SUPERVISORY CONTROLS

Work is assigned and supervised by a higher-level officer and is reviewed upon completion through meetings, discussions, evaluations, and submitted reports.

FACTOR 3- GUIDELINES

Guidelines include the Virgin Islands Code, local and federal legislations, Acts, departmental rules and regulations, manuals, legal procedures as outlined for the USVI, GVI policies, and Standard Operating Procedures for the Agency, and Collective Bargaining Agreements.

FACTOR 4- COMPLEXITY

Work consists of a wide range of clerical and administrative support functions. Sound judgment and critical thinking are used to achieve desired outcomes.

FACTOR 5- SCOPE AND EFFECT

The purpose of the work is to provide administrative support to a higher-level officer allowing the supervisor more time to deal with the complex activities of the office, thereby contributing to the effective functioning of the unit/division.

FACTOR 6- PERSONAL CONTACTS

Contacts are co-workers, employees from outside departments/agencies, vendors, taxpayers, customers, and the general public.

FACTOR 7- PURPOSE OF CONTACTS

Contacts are made to provide, obtain, and exchange information relative to the activities of the office.

FACTOR 8- PHYSICAL DEMANDS

Work is primarily sedentary and involves light to moderate physical effort, standing, stooping, sitting, and bending.

FACTOR 9- WORK ENVIRONMENT

Work is performed in an office setting, but some travel to off-site locations may be required.