

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 009272  
Grade 17**

**EXECUTIVE ADMINISTRATIVE AIDE**

**DEFINITION OF CLASS:**

This is advanced administrative work serving as either the principal administrative support to a Deputy Director, to one or more appointed officials at an organizational level below Department Director, or to a merit Director of an Executive or Legislative Branch office; or, as an office support supervisor overseeing a complete system of office support services and processes for a medium to large organizational unit. Personal contacts are with County, State and federal managers and employees at all levels, for-profit and not-for-profit organizations, special interest groups and/or the general public to exchange routine and non-routine information about services and programs within or outside the organization of assignment. Most employees in this class provide direct public service and assistance by responding to public inquiries relating to departmental or Countywide programs and services.

An employee in this class performs a wide variety of interrelated administrative duties and/or supervises administrative support staff performing a variety of office support services. The work requires knowledge of an extensive body of rules, procedures, and methods that typically comprise a complete administrative system. The employee independently plans and carries out administrative tasks in accordance with instructions, policies, and/or accepted practices. Guidelines applicable to the work include County Codes, administrative procedures, manuals, interoffice memoranda and/or verbal instructions from staff. The employee uses mature judgment in selecting and applying or modifying, adapting and or deviating from existing guides depending on the task. The work consists of a variety of processes and methods including the use of office automation systems and software applications to produce correspondence, reports, and similar documents related to departmental programs and operations. Work includes confidential information and requires tact and diplomacy. Employees are required to address a variety of conventional problems affecting the administration of the office. The work environment is characterized by the demands associated with providing administrative support to an executive or for an organizational unit. Work is primarily sedentary. Some employees in this class supervise a staff of office support employees. Supervision involves first-line supervision over two or more full-time workers or the equivalent.

**EXAMPLES OF DUTIES: (Illustrative Only)**

**Personal Administrative Aide to an Executive or Senior Manager**

- Serves as confidential personal administrative aide to an appointed official at an organizational level below Department Director, a merit Director of an Executive or Legislative Branch Office as defined in the County Code, or equivalent level Director of a Board or Commission.
- Transmits and explains directives, and instructions to key staff members, management of other County organizations, outside organizations, and the public. This may include recommendations on and development of a wide range of administrative support policies and procedures.
- Maintains the principal's calendar; schedules and coordinates meetings and appointments and keeps staff and other interested parties informed of commitments. This may include making commitments for the principal without prior approval.

- Acts as liaison between the executive/senior manager and the organization's staff, other government employees, outside organizations, elected officials, and the public.
- Responds to inquiries from County, State and/or federal personnel, for-profit and not-for-profit organizations and the public regarding the organizations' and/or County's programs and services.
- Receives/screens all incoming telephone calls, documents and correspondence for the principal's attention.
- Prioritizes, refers, responds to, or otherwise takes appropriate action on all documents submitted to the principal.
- Uses the Internet and a wide variety of modern office software, such as Microsoft Office and desktop publishing applications, and computer equipment to conduct research, communicate, create spreadsheets, manipulate data and perform related functions for the principal and/or staff. May serve as an internal resource for computer users and internal point of contact for trouble calls to County information technology staff. May develop and maintain department/division Web pages or post information to the Web.
- May manage the organization's telephone system services, making recommendations to senior management on systems use, upgrades, etc. and serve as liaison to County telecommunications staff.
- Prepares in accepted style and proper format and composes correspondence relating to the organization's programs and services, as required, including those for submission to Chief Administrative Officer and County Executive.
- Provides staff support to designated committees and task forces including, but not limited to, development of agenda and preparation of minutes or summaries. This may include production of public records and distribution of information to the public.
- Develops, maintains, and modifies office filing, recordkeeping, and correspondence control systems to ensure timely responses to correspondence and actions and proper maintenance of data and records.
- Modifies office procedures and designs forms to ensure most efficient methods are utilized to save time and increase accuracy of work.
- Monitors and processes expenditures of accounts using automated systems, such as ADPICS and FAMIS. May help prepare budgets and track budget expenditures.
- Performs related duties as required.

### **Office Support Supervisor**

- Serves as first level supervisor over administrative support staff overseeing a complete system of office support services and processes for a medium to large organizational unit.
- Provides work direction to assigned staff or plans, assigns, schedules, supervises, and reviews the work of subordinate office support staff performing office support functions and services.
- Enforces work standards and policies for office support staff and adjusts methods and procedures, as necessary.
- Makes recommendations on a variety of personnel actions, including employee selection, promotion, performance appraisal, and minor disciplinary measures.
- Develops, modifies, and monitors office procedures to ensure efficient, accurate, and smooth operation of office support services.
- Instructs and facilitates the training of employees on administrative methods and procedures to be used.
- Uses the Internet and a wide variety of modern office software, such as Microsoft Office and desktop publishing applications, and computer equipment to conduct research, communicate, create spreadsheets, manipulate data and perform related functions for the executive and/or staff. May serve as an internal resource for computer users and internal point of contact for trouble calls to County

information technology staff. May develop and maintain department/division Web pages or post information to the Web.

- Develops, modifies, and maintains computer database, office filing, and recordkeeping systems to ensure proper maintenance of records and data.
- Develops and maintains correspondence and document control systems to ensure timely processing of all correspondence and actions.
- Maintains and/or controls usage of accounts, grants, budgets, supply requisitions, and petty cash in accordance with established procedures and accepted accounting practices.
- Makes recommendations for office staffing, capital outlays, office equipment purchases based on needs assessment.
- Oversees fiscal recordkeeping and financial reconciliation of accounts.
- Coordinates the retrieval and preparation of budget, personnel, and/or program/office related data.
- Contributes to and provides staff support to committees and task forces.
- Attends management meetings and takes/prepares minutes.
- Collects and processes employee time sheets.
- Performs related duties as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Thorough knowledge of County Government operations, procedures, policies, organization and personnel. This includes knowledge of Executive Orders as well as the functions, programs, operations, and priorities of the office of assignment.
- Thorough knowledge of and skill in the use of business English, grammar, spelling, and punctuation.
- Thorough knowledge of standard office practices and procedures.
- Thorough knowledge of standard, accepted accounting systems, methods, and practices, as required by the position of assignment.
- Skill in using modern office software suites, such as Microsoft Office, and other computer applications, such as desktop publishing, and computer equipment to communicate, create spreadsheets, use databases, maintain calendars, prepare documents and presentations, etc.
- Skill in English oral communication to effectively exchange routine and non-routine information (facts and ideas) with others verbally. This includes information exchange with a wide range of individuals, including executives and the general public, about diverse issues, and the ability to encourage effective oral communication by personal contacts.
- Skill in English written communication to effectively exchange routine and non-routine information (facts and ideas) with others in writing. This includes information exchange with a wide range of individuals, including executives and the general public, about diverse issues, and the ability to encourage effective written communication by personal contacts.
- Interpersonal skills to interact effectively with personal contacts in a business-like, service-oriented manner.
- Skill in multi-tasking to work on more than one task at a time and to switch seamlessly between tasks.
- Mature judgment to make effective recommendations and decisions about administrative matters.
- Ability to maintain complicated, confidential and/or multiple records and to prepare accurate reports.
- Ability to perform mathematical computations, as required by the assigned position.
- Ability to utilize stenographic skills, as required by the assigned position.
- Willingness to attend meetings and perform other assignments at locations outside the office.

#### **MINIMUM QUALIFICATIONS:**

**Experience:** Five (5) or more years of administrative aide experience.

**Education:** Graduation from high school or High School Certificate of completion recognized in the State of Maryland.

**Equivalency:** An equivalent combination of experience and education may be substituted.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period.

Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

**Class Established:** October 1986

**Revised:** November, 1989

**Classification Study:** June 1995 (M)

April 1996

**Classification Study:** March 2004 (M)

April 2010

August 2013

January 2015