

PRINCIPAL ADMINISTRATIVE AIDE

DEFINITION OF CLASS:

Incumbents in this class perform a broad range of general office, or program-specific, administrative and clerical duties at the full proficiency level in support of a unit or team at any organizational level; assignments vary by position. In all positions, incumbents proficiently select and apply established rules, policies, processes, procedures, methods, steps, formats, etc. They work in a wide variety of governmental domains which include, but are not limited to, medical-social-human services (such as public health services, children, youth and family services, aging and disability services, and behavioral health and crisis services), transportation, public works, environmental services, financial services, facilities management and public safety/security (such as police, sheriff, fire and emergency medical services).

DISTINGUISHING CHARACTERISTICS:

Principal Administrative Aide is the full proficiency level of administrative and clerical work, which centers on execution of processes and procedures of a general office, or program-specific, nature.

MAJOR DUTIES:

Responsible for providing general office, or program-specific, administrative and clerical support to a unit or team at any echelon by providing phone and visitor reception, providing information, producing correspondence, using spreadsheets, databases and information systems to research histories, read, enter and retrieve data, obtaining, verifying and using information to process such transactions as requisitions, purchase orders, payments, reports, applications, permits and licenses, and performing similar types of day-to-day office/programmatic procedural and transactional work.

EXAMPLES OF DUTIES: (Illustrative Only)

- Provides phone and visitor reception for the unit. Staffs the unit's, or a multiunit/multiprogram front desk/window. Queries caller or visitor to ascertain nature of call/visit, responds by providing programmatic information such as program purpose, scope, eligibility criteria, application processes and complementary programs/units/services, or refers person to appropriate unit or agency (governmental, for-profit or not-for-profit). May obtain customer-specific demographic, economic or service need information from caller/visitor, schedule appointment with staff member, etc. May respond to inquiries from the general public or those with specific needs such as attorneys, property owners, business owners, taxpayers or debtors.
- Processes incoming and outgoing unit mail. Receives, sorts and screens incoming mail, discards junk mail, redirects misaddressed mail, compiles mail for appropriate team/staff member, date-stamps it, sets aside routine items for later response by self or others, etc. Assembles outgoing unit mail, logs it and readies it for pick-up or takes it to mail drop point.
- Maintains electronic and hardcopy files, archives records and keeps a log of all transferred files.
- Maintains work/leave/report/other calendars and schedules meetings for unit staff or supervisor; commits staff or supervisor to appointments, meetings and other obligations, as authorized.
- Arranges meetings, conferences, workshops and other gatherings; arranges for facilities and notifies participants; assembles or prepares materials needed and distributes these to participants; attends

meeting and takes note, which are later transcribed and sent to participants. May support outreach events by arranging for logistical support, assembling sign-in sheets and handouts or ordering food and attending and supporting event on site.

- Word processes or types such documents as letters, memos, summaries and forms from rough draft, notes, verbal instructions or other sources. Follows established formats and inserts standard phrases per guidelines. May use extended features of word processing, presentation and other office suite, or graphics, software to produce procurement solicitations, contracts, reports with tables and graphs, brochures, newsletters, manuscripts, bound publications, legal documents or the like.
- Helps program applicants/clients complete application/program forms, uploads/downloads/scans documents required of applicants/clients (such as birth certificates, employment, income or housing information and utility bills), or obtains data from other types of source documents (such as bills, invoices or case files), and keys data into, or retrieves data from, program-specific or multi-purpose databases. Supports unit workflow and other staff by operating scanner, teletype, etc.
- Reminds clients and other customers of appointments by telephone, email, etc.
- Enter/compiles client demographic-economic data, program appointment/use information, fee data and other information. May compile statistical information.
- May provide support to Social Workers or sworn law enforcement officers in the field by making calls, relaying information, retrieving data, and providing other office-based support while the staff member is in the field. May assemble case documents and meet the Social Worker at his/her car with it.
- Maintains unit operating records and prepares reports; receives and processes information on unit operations from various sources and compiles such data for financial, statistical, operational and other reports depicting unit finances, revenues, accounts, membership, mailing lists, enrollment, fund utilization, budget allocations, grant management, etc.
- Maintains files including following established retrieval control, expansion, retention and archival procedures.
- May develop or modify internal forms, methods and procedures for more efficient processing of recurring office tasks.
- As assigned, maintains office supplies or recommends use and procurement of office supplies and equipment, and requests maintenance and phone services.
- Proofreads documents to ensure conformance to correspondence requirements such as format, grammar, spelling and punctuation; identifies discrepancies.
- Reviews and checks numerical data; makes or checks calculations by calculator or spreadsheet.
- Processes administrative transactions including reimbursements, requisitions, purchase orders, invoices, payments, applications, reports, citations, etc. Uses databases to access, retrieve and use data and record transactions, issue documents, produce reports, etc. May edit and update existing database information, as authorized.
- Keeps abreast of, and adapts to, changes in guidelines (rules, processes, procedures, methods, steps, formats, etc.) covering office operations, unit programs and unit services such as new or modified unit work processing SOPs and new/modified County, State or Federal databases or information systems used in the work.
- Communicates with business contacts concerning office operations or sensitive client- and case-specific information to obtain/verify/provide facts and exchange other types of routine or non-routine information. Keeps supervisor and others informed.
- Uses a computer and various electronic devices/systems to plan, schedule, communicate, research

(the Internet and various information systems), digitize information (scanner), create, exchange, record and use information (databases), make/check calculations (calculator/spreadsheet), etc. May coach others in information system use.

- May drive to/from various work sites.
- Performs related duties as required.

SUPERVISORY CONTROLS:

Performs full proficiency level office assistance or program assistance duties independently. Plans and performs the successive steps involved in assignments and handles problems and deviations in the work in accordance with guidelines. Is expected to perform competently across a full range of standard, recurring assignments; seeks supervisory or lead/senior worker guidance-assistance on unusual and non-standard matters.

SUPERVISION EXERCISED: Positions in this class are non-supervisory.

GUIDELINES:

Guidelines vary by position. They include office decorum and customer service imperatives, software guides, and various rules, policies, processes, procedures, methods, steps, formats, and other criteria and steps that govern details of operation and administration of the unit and its program(s) and services. Examples include guides on confidentiality and privacy, SOPs for customer queuing and application processing, office administrative guides covering procurement, fiscal and facility maintenance/logistical support, human resource management, etc., program-specific guides covering program nature, purpose, eligibility criteria, procedures, etc., and database-specific and information system-specific basics. Incumbents select and apply the appropriate guide.

COMPLEXITY:

Complexity is characterized by performance of recurring tasks and solution of recurring problems involving standard matters. Actions/Responses differ based on the information source, the transaction or data entry type, or other differences of a factual nature. Examples include applying established office and program priorities and processes in daily work, informing customers of straightforward program processes and procedures, checking information in forms, reports and other documents to verify completeness and detect readily-apparent discrepancies, running established reports, accurately extracting data from, or entering data into, databases, and otherwise competently executing all steps involved in specific tasks.

SCOPE AND EFFECT:

Performs a range of office/program support duties within specified general office assistance or program-specific support guidelines and thereby helps ensure the accuracy, reliability or acceptability of the work of the unit.

CONTACTS:

Contacts (both internal and external) vary depending on unit and position of assignment; they include professional, law enforcement, paraprofessional and administrative/clerical/support personnel in various County and State agencies. They involve straightforward exchange of information concerning programs, processes, procedures, reports, transactions and other unit work products/matters.

PUBLIC SERVICE /ASSISTANCE:

Typically, incumbents interact frequently with applicants/clients or other public customers of the unit. They provide facts about programs, processes, procedures and operations, and they respond to requests for reports and other documents.

HAZARDS:

Work involves common, everyday office workplace hazards.

MINIMUM QUALIFICATIONS:

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

Experience: Two (2) years of progressively responsible office support experience.

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

Knowledge, Skills, and Abilities:

Thorough Knowledge of:

- a complete set of administrative and clerical processes, methods and practices to perform the full range of standard assignments in support of the daily administration of an office, its program(s) and staff. Office-specific information may be learned on the job.
- using, a complete set of program support processes, procedures, methods and practices to perform the full range of standard assignments in support of the program(s) of the unit of assignment.

Skill in:

- Problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem; this includes attention to detail and, in some positions, it also requires good numerical comprehension.
- Oral communication to understand verbal information (including facts, descriptions and ideas) and to express such information verbally so that others will understand; this includes ability to listen 'actively.'
- Written communication to understand written information (including facts, descriptions and ideas) and to express such information in writing so that others will understand; this includes knowledge of, and skill in, formatting, grammar, punctuation and spelling.
- Interacting effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and in working as a member of a team.
- Using a computer, modern office suite software (such as MS Office), enterprise systems-software, specialty systems-software and other office equipment.

Ability to:

- Shift seamlessly between tasks consistent with office-program priorities, daily workflow and other factors.

Licenses, Registrations, Certifications, or Special Requirements:

- If required by the position of assignment, possession and maintenance at all times of a valid Class "C" (equivalent) driver's license from the applicant's state of residence.

- As pertinent to the assignment, ability to pass a criminal history record information (CHRI) check or a background investigation; or
- To obtain and maintain special access to one or more databases/information systems with read or write authority (as required) such as certification to use the National Crime Information Center (NCIC) database

Work Environment:

Work is performed in offices that are adequately heated, lighted and ventilated. There are high volumes of work, tight deadlines, continuing need to shift from one task to another, or from supporting one staff member to another in many offices, and there is multi-tasking.

Physical Demands:

Work is mainly sedentary. It requires precise use of hands or fingers in keyboarding, taking notes and performing similar work; it includes some on-going operation of keyboards. Light physical effort is required.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

BARGAINING STATUS:

Positions assigned to this class are normally in the Office, Professional, and Technical (OPT) bargaining unit.

MEDICAL PROTOCOL: Medical History Review.

PROMOTION POTENTIAL: None

CLASS SPECIFICATION HISTORY:

Class Established: October 1986
Revised: November 1989
Classification Study: June 1995 (M)
Classification Study: June 2003 (M)
February 2004
April 2010
August 2013
February 2014
January 2015
Classification Study: December 2018 (M)