

Senior Management Assistant



General Summary of Classification:

Provides key paraprofessional support to a division or program staff of subject matter professionals with primary responsibilities for Countywide, County or department-specific, or mandated state or federal program/services; primary duties routinely include performing a wide variety of specialized and/or complex day-to-day administrative, technical, and/or field-based activities, and includes complex data management (entry, systems, reporting, etc.) to support the provision of program related goods and/or services, or to help ensure the County's compliance with specific mandates, program and/or service requirements; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Performs a variety of day-to-day program and/or service-related support duties which may include managing customer or client accounts and records; tracking, monitoring and reporting utilization, sites, services, deadlines, budgets, compliance related data, outcomes, etc.; assisting with or handling mandatory documentation and complex or confidential records; resolving identified or reported problems; documenting and reporting data which may include assisting with or performing periodic audits, reporting findings and proposing viable remedies; site management; obtaining estimates consistent with County procurement policies; collaborating with and coordinating work activities with other County staff and departments;
- Serves as a primary or first-point of contact and works collaboratively with all internal and external stakeholders to resolve questions, concerns and other program/service related issues;
- Compiles and manages regulated, complex or confidential data; accurately creates and maintains detailed paper and electronic records and reports as required by the assigned department/division, program or services; may manage and maintain logs, work orders, schedules, dockets, databases and other systems associated with assigned program/services;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Demonstrates an advanced working knowledge of the assigned department/division, program and/or service's policies, procedures and related regulations; sound data management skills; consistently accurate comprehension, interpretation, application and communication of policies, procedures and related regulatory requirements; conducts and compiles research; demonstrates reliable proficiency with data collection, entry and management related to assigned department/division, program and/or services; prepares complex reports; accurately synthesizes data, considers and weighs a variety of relevant factors and makes accurate determinations, decisions and recommendations; sound working knowledge of relevant safety rules/regulations and accident-prevention practices.
- **Technical:** Routinely uses sound computer skills to proficiently use typical business software, proprietary systems and applications, job related peripherals and wireless technologies to complete assigned tasks.
- **Communication, Customer Service and Interpersonal:** Consistently demonstrates excellent interpersonal, collaboration and communication skills, both verbal and in written; interacts professionally with the County's diverse citizen populations using non-technical language to provide explain complex information accurately in easy-to-understand language.
- **Decision-making, and Authority:** Routinely interprets and adheres to complex regulations, policies, programmatic or funding source mandates, and processes; routinely makes sound decisions independently, appropriately involving supervisor as needed; consistently demonstrates excellent organization skills and attention to detail; plans and executes assigned own work effectively to successfully complete assigned tasks accurately, within established deadlines, specifications, regulations, budgets and other relevant parameters; provides key support to staff professionals with primary duties for the day-to-day provision or management of services or goods.
- **Leadership:** Non-supervisory. Provides advanced level support to primary program or service providers.
- **Environment:** Works in an office setting; may work in various locations based on assigned duties.
- **Physical:** Visual and hearing acuity sufficient to interact accurately and professionally with a diverse audiences of internal and external stakeholders. Physical ability sufficient to perform assigned duties in an office environment and at various other duty-related locations as needed.

Minimum Education and Experience:

Education: Graduation from high school, college level coursework in a relevant field preferred;

Experience: Three (3) years of progressively responsible relevant work experience;

OR: Any equivalent combination of education and experience which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- May require a valid driver's license and a safe driving record.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.