

GENERAL DESCRIPTION OF CLASS

The ADMINISTRATIVE SPECIALIST 1 performs and/or coordinates administrative tasks in support of an agency program or operation. The work performed is usually concentrated in a specific program or operational area, requiring in-depth knowledge of that program or operation.

DISTINGUISHING FEATURES

This class is distinguished from the higher level by the absence of responsibility for interpreting laws, rules, policies and procedures, and applying those interpretations to specific situations, some of which may be nonroutine. Employees in this class are further distinguished from the higher level by the absence of responsibility for assisting a manager in administrative research, analysis, evaluation, and interpretation. At the higher level, problems are resolved and compliance gained through negotiation with the parties involved. Employees in this class coordinate activities to ensure a smooth flow of services and operations which may include tracking, scheduling and delivery of services. Employees are responsible for coordination of an entire process on an agency-wide basis. Employees in this class seek to resolve problems through discussion and explanation of information. Employees in this class have limited, if any, general office support duties.

DUTIES AND RESPONSIBILITIES

Allocation of positions to this class will depend on the total work performed which may include one or a combination of the duties or tasks listed below.

1. **Coordination.** Typical tasks: develops procedures, systems and forms necessary to complete work and ensure efficient flow of information, work flow, delivery of services within the agency and/or with other agencies, vendors or contractors; reviews, revises, and edits drafts of Administrative Rules for appropriate readability levels, consistency of content and definitions within existing rules and compliance with standards of Secretary of State; trains and coordinates agency staff work in preparation, processing and distribution of Administrative Rules; coordinates and schedules hearing dates and locations for agency hearings officers, protestants, attorneys, and witnesses; plans, prepares, and presents workshops for agency staff, agency clients, or the public to provide information about agency services or to explain new laws, processes or procedures; coordinates the efficient flow of documents (e.g., agency policies and procedures, budget proposals, management studies) and/or requests requiring action through an established process ensuring that deadlines for analysis, approval, and/or final action are met; acts as the agency coordinator for technical manuals, directives and procedures by editing, proofing, arranging for printing and distribution and preparing extensive indexes; writes instructional manuals describing procedures and requirements for use by agency staff, other agencies, agency clients, and/or the public.
2. **Administrative Assignments.** Typical tasks: explains laws, rules, and procedures for obtaining agency services; receives and reviews documents and applications submitted in request of agency benefits and/or services (e.g., grants, credits, reimbursements, claims for payments from specialized funds); determines if applicant meets or continues to meet criteria for and approves or denies benefits and/or services; investigates circumstances, responds to questions and resolves discrepancies regarding approval or denial of benefits or services; tracks legislative bills by reading proposed legislation, maintaining calendars for hearings and/or work sessions; researches, collects data and prepares reports outlining the impacts of legislation or changes in procedures on agency programs and funding and updating status of each bill; compiles statistical information related to program or operation measuring success rate and/or performance to be used by others to make decisions related to the program; develops detailed reports on a monthly, quarterly, semiannual, or annual basis.

RELATIONSHIPS WITH OTHERS

Employees in this class communicate on a regular basis in person, by telephone, and in writing with agency staff, other State and local government agencies, private agencies, and/or the general public to provide or request information, respond to questions and complaints, determine eligibility for agency services and explain State and Federal laws, rules and regulations, and agency policies and procedures as they relate to specific programs or operations.

SUPERVISION RECEIVED

Employees in this class receive general supervision from an administrative superior who assigns the work, reviews the progress of the work periodically through daily and/or weekly informal conversations, or as problems occur. Completed work is reviewed for accuracy, adherence to deadlines, and conformance to State and Federal laws, Administrative Rules, and agency policies and procedures.

Employees in this class use Federal laws, Oregon Revised Statutes, and agency policies and procedures as references in explaining agency services, reviewing, approving or denying requests for benefits and/or services, and in the development of procedures, systems, and reports.

GENERAL INFORMATION

Positions are found in central and remote locations throughout State government (e.g., general government agencies, human or natural resource agencies, correctional, mental health, or higher education institutions, hospitals, etc.). They require the willingness to work within the environment associated with the position's location.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

General knowledge of proper grammar, punctuation, spelling, capitalization and sentence structure.

Basic knowledge of procedures and techniques necessary to collect, organize and report data in both a narrative and statistical format.

Basic knowledge of the principles of work organization and simplification.

Basic knowledge of arithmetic (addition, subtraction, multiplication, division, and percentage).

Skill in performing a variety of clerical functions at a technical or secretarial support level requiring decision-making within established laws, rules, policies and procedures.

Skill in communicating orally and in writing with a variety of people, answering questions and explaining information or decisions, sometimes using specialized terminology.

Skill in making independent judgments and decisions concerning a course of action to be taken.

Skill in applying and explaining laws, rules, policies and procedures.

Skill in typing (proficiency levels will be based on individual position requirements).

Ability to coordinate diverse activities to ensure completion of projects and assignments.

Ability to learn and work within specific agency programs or operations, policies and procedures affecting assigned work.

Ability to develop procedures, systems and forms necessary to complete work and ensure efficient flow of information or delivery of services.

Ability to gather and organize data and prepare narrative and statistical reports.

Ability to maintain confidentiality of agency records.

Some positions in this class may require the following:

Skill in operating a computer terminal or micro computer to enter or retrieve information.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.