

**Administrative Assistant
(to the Board of Commissioners)**

GENERAL SUMMARY

Under the supervision of the County Administrator/Controller, performs advanced, complex and varied (high level) administrative and technical support in support of the Board of Commissioners office and professional assistance and expertise to the Elected Officials on activities, functions, and policies related to the assigned department, including the department budget and staffing needs. Handles routing and complex administrative requests, responds to public and employee inquiries and maintains confidential records.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

May be required to work on-call in an emergency. It will also require travel in the employee's own vehicle.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Serves as liaison between the Board, other employees and the public. Follows up on complaints, correspondence and coordinates and monitors the completion of specialized, time sensitive projects.
- Prepares agenda items, agendas, and packets for committee and Board meetings and writes County resolutions
- Works closely (on a daily basis) with the County Clerk in the coordination of County meetings/records.
- Responds to requests for information and provides subject-matter/guidance to other departments, citizens, the general public, and/or outside agencies.
- Conducts or oversees a variety of special projects, including research, data analysis, and reporting related to the department's function or mission. Performs a variety of specialized research and reporting in assigned area of responsibility and resolves related discrepancies or erroneous data to ensure compliance with established rules, policies and laws.
- Interprets and assists in the drafting of County and departmental policy and procedures within area of expertise.
- Serves as a technical resource to the County Administrator and County Board of Commissioners
- regarding the department's functions.
- Provides comprehensive customer service, including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing. Investigates and resolves complaints and concerns from customers and constituents.
- May assist with developing strategic plans for the department, including evaluating operations and functions, generating ideas and plans for improvements, developing and implementing new procedures and policies, assessing staffing needs, analyzing financial and operations data, and related activities.

Grand Traverse County, MI Job Description

- Participates in the preparation of the department's annual budget; reviews financial reports to ensure adherence to budget; prepares budget adjustments; reviews and authorizes accounts payable/receivable activities; manages assigned accounts and funds. Assists with other financial functions and responsibilities specific to the department which may include seeking additional funding methods, managing grants, etc.
- Collaborates with County leadership, other County departments, representatives of other jurisdictions/agencies in order to establish and maintain optimal department operations and appropriate services to constituents and customers.
- Serves as liaison between the County Administrator, Board and Civil Counsel as directed and maintains log of requested legal opinions and works with counsel to ensure compliance with statutory responsibilities and directives.
- Schedules appointments and makes travel arrangements for the County Administrator and Board. Coordinates meetings, receptions and official ceremonies for the County.
- Negotiates contract with and carries out necessary responsibilities required in the county's relationship with the organization responsible for videotaping county meetings and others.
- Recruits and coordinates the volunteers for the information desk at the Governmental Center as well as to fill vacancies for the all Boards & Committees (regular & special) to which the BOC makes appointments. (20 – 30 Boards with anywhere from 1 up to 20 members each)
- Coordinates/executes the County's activities regarding application & funding for 2% Tribal Grants and assists non-profits and departments with process.
- Coordinates/executes the County's annual Breakfast with the Commissioners, "Board Basics" training (which includes local units of governments) and other meetings/seminars as requested.
- Processes, compiles, researches, and analyzes complex information, and prepares and verifies reports, correspondence, and other documents utilizing applicable software, within established procedures.
- Develops spreadsheets, databases, or reports entering and verifying complex information and data. Performs advanced mathematical calculations to balance, reconcile, and maintain records.
- Schedules and maintains department/county calendars.
- Participates in maintaining or designing web page(s) for assigned area of responsibility.
- Performs general office duties and serves as backup to other office staff as necessary.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Graduation from High School, or G.E.D.
- Four to six years directly related and progressively responsible experience
- College level course work in a related field may substitute for up to one year of experience

CERTIFICATIONS, LICENSES (minimum requirements)

- Depending on area of assignment, some positions may require
- Requires a valid driver's license and personal vehicle insurance, and must maintain eligibility to drive as per the County's Vehicle policy

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances where guidelines may not exist, but are flexible and open to considerable interpretation. Analytic skills are needed to interpret and apply guidelines. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher level manager and could impact others outside of the department.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Advanced proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Advanced knowledge related to the department or function including procedures, policies and practices.
- Knowledge of County functions, organization, and the department's role and relationships with other agencies/jurisdictions.
- Knowledge of federal, state and local legislation, regulations and ordinances relevant to the department.
- Understanding of the County's culture, mission and organizational dynamics.
- Knowledge and ability to use modern office equipment such as personal computer, facsimile, copiers, scanners and telephones to prepare reports, maintain records, search for and compile data.
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Knowledge of basic supervisory and employee management principles.
- Knowledge of applicable employee rights, protections and avenues of appeal
- Knowledge of applicable policies and procedures governing the hiring, employment and separation of employees.
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments
- Skill in mentoring and training employees with varying educational backgrounds and aptitudes
- Skill in anticipating potential personnel issues and taking appropriate action
- Ability to understand managerial policies and prioritize the needs of the unit.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to facilitate and coordinate meetings effectively and efficiently
- Skilled in researching and resolving complex problems in order to ensure compliance
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently
- Ability to coordinate multiple tasks and maintain attention to detail.
- Ability to effectively communicate and exercise a high degree of diplomacy to present ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with the public and other employees.
- Ability to critically assess situations, problem-solve, and work effectively under stress and changes in work priorities.