

DELAWARE SOLID WASTE AUTHORITY

JOB DESCRIPTION

OCTOBER 2, 2014

TITLE: ADMINISTRATIVE ASSISTANT II  
REPORTS TO: CHIEF, EXECUTIVE ASSISTANT AND/OR MANAGER  
JOB CLASS: NON-EXEMPT  
LOCATION: STATEWIDE

PURPOSE:

Responsible for providing advanced administrative services of a diverse and complex nature and coordinating office business activities with minimum supervision. Assignments require evaluative thinking and are carried out in accordance with standard secretarial practices and general work instruction. Relieves supervisor of routine administrative and business details by performing a variety of duties that entail knowledge of programs, policies, procedures, rules and regulations.

JOB DUTIES:

- \* Acts as liaison between supervisor and staff, state agencies, local organizations, and the public on various routine technical and administrative matters.
- \* Organizes, arranges and coordinates administrative and business details for a variety of programs, keeps supervisor apprised of issues and accomplishments, follows-up and tracks workflow and resolves problems relating to delinquent deadlines and procedures.
- \* Formats and types memorandums, correspondence, reports, financial/legal documents, contracts, charts and similar materials from written drafts, dictaphones or shorthand/speedwriting. Materials often contain difficult terminology and confidential information.
- \* Reviews and routes incoming mail; locates and attaches appropriate file to correspondence to be answered by employer or composes routine reply for employer's signature; maintains a follow-up correspondence filing system on correspondence; may forward copies of correspondence to managers for their information and response.

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- \* Answers telephone including 1-800#, gives routine information to callers, transfers calls to appropriate employee, places outgoing calls and schedule appointments for supervisor resulting from public contact. Greets visitors, ascertains nature of business and directs visitors to appropriate staff person.
- \* Arranges details for staff, board, committee and other meetings, conferences, hearings and travel including schedules, reservations, location of function, seating of guests, and other scheduling responsibilities; completes expense forms; takes or arranges for the taking of notes/minutes of meetings, conference, etc.
- \* Pick up and deliver mail to and from the post office. Makes bank runs when needed for facility.

Logs all incoming faxes while manning the front desk at DSWA administrative office, maintains fax machine to ensure good working order.

Maintains daily calendar of supervisor/staff.

Maintains complex filing system including confidential and follow-up files, optical disk scanning and electronic filing of all incoming and outgoing correspondence.

Orders and distributes supplies and equipment, replenishes supplies throughout entire office.

Performs other duties as assigned.

This position will provide support to other areas within DSWA on an as needed basis to assure continuity of DSWA operations.

#### QUALIFICATIONS:

Possession of a high school diploma or equivalent, four (4) years of applicable administrative experience, typing speed of at least 50 words per minute, shorthand and/or speedwriting speed of 90 words per minute preferred but not required. Ability to effectively operate standard office machines (copiers, postage meters, transcribers, calculators, etc.) Must sign a statement of confidentiality. Experience with Microsoft Professional Office Suites.

- \* Denotes essential functions of the job