

## **SNOHOMISH COUNTY JOB DESCRIPTION**

### **ADMINISTRATIVE ASSISTANT - HUMAN SERVICES**

Spec No. 2227

#### **BASIC FUNCTION**

To provide complex and confidential administrative support to the Director of Human Services.

#### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Act as liaison between director, department, staff, other departments and the general public; initiate appropriate actions regarding requests for services or complaints; represents the director by communicating procedures, policies, programs and mission to county employees and the general public.
2. Coordinates and schedules appointments and travel arrangements; maintain director's calendar; composes and formats letters, memos, forms and charts; upon direction and with general policy guidance, prepares a variety of correspondence, directive memoranda, reports and other written materials as required.
3. Conducts research and analysis as required, forms conclusions and makes recommendations as appropriate; proofs and edits material submitted by others for signature and approval; prepares materials for presentations.
4. Plans, organizes and coordinates meetings; takes minutes; transcribes, edits and finalizes minutes; coordinates the work of the Director's office.
5. Serves as liaison with other departments such as Facilities, Budget and Finance, Information Services and Department Divisions as required; represents the Director on task forces and committees as assigned.
6. Maintains custody of and processes confidential departmental information and personnel information including working files, and legal documents; maintains custody of litigation files and other sensitive documents not otherwise assigned.
7. Screens phone inquires; refers calls to other staff members as appropriate; processes mail according to action to be taken.
8. Answers employee questions and makes referrals concerning training related matters; informs staff regarding new laws, policy interpretations and procedural revisions; attends meetings as the Director's representative.
9. Acts a department coordinator for such functions as phone installation, office reallocations, building maintenance and training as assigned.
10. Coordinates various required reports and documents with other departments, agencies and offices as necessary, coordinates special projects as assigned.

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### STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

11. Assists in preparing annual budget by providing information; assists in monitoring spending with full awareness of department budget.

### STATEMENT OF OTHER DUTIES

12. Performs related duties as assigned.

### MINIMUM QUALIFICATIONS

Bachelor's degree; AND two (2) years increasingly complex administrative experience, OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job-related test.

### SPECIAL REQUIREMENTS

A valid Washington State Driver's License may be required.

### KNOWLEDGE AND ABILITIES

Knowledge of:

- operations of Human Services Department and Snohomish County Government
- conflict management and effective communication
- proper English, spelling, grammar, punctuation and word usage
- basic bookkeeping and record keeping
- research methods and techniques
- computer technology
- office practices and procedures

Ability to:

- work under pressure and meet deadlines and cope with interruptions
- work with and maintain confidential information
- analyze and resolve work related problems
- exercise initiative and judgment, and make decisions within scope of assigned authority
- communicate effectively, both orally and in writing
- establish and maintain effective work relationships with public and private officials, other county employees, and with the general public
- operate computer equipment and applied software packages
- maintain necessary records and prepared required reports
- operate standard office machines and equipment
- maintain multiple tasks/activities while meeting specific deadlines
- maintain a high degree of accuracy with detailed information

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#### SUPERVISION

The employee reports to the Director of Human Services. The director establishes the objectives, priorities and deadlines. The work is reviewed through periodic meetings, status reports and by evaluation of results obtained.

#### WORKING CONDITIONS

The work is performed in the usual office environment with occasional travel within the county.

Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: May 2001

Revised: January 2006, November 2016, September 2017

EEO Category 6 – Administrative Support

Pay Grade 240 - Classified Pay Plan

Workers Comp: 5306 Non-Hazardous