

### Administrative Aide - Career Ladder

	Administrative Aide I 15	Administrative Aide II 19	Administrative Aide III 23	Executive Associate I 25	Executive Associate II 27	Administrative Manager 31
<b>Job Class Level</b>	Fully proficient secretarial/clerical support	Full performance administrative, technical and secretarial work	Senior or lead performance level administrative, technical and secretarial work	Advanced level secretarial, administrative, and technical work.	Advanced level secretarial, administrative, and technical work providing office management and project coordination for senior executive staff	Managerial level work, responsible for managing the daily operations of a functional area, division, and/or office.
<b>Education (Minimum)</b>	H.S. diploma or GED	H.S. diploma or GED	H.S. diploma or GED	H.S. Diploma or GED	Associate's Degree	Bachelor's degree in business or a related field
<b>Yrs. of Experience (Minimum)</b>	1 year general office and secretarial experience involving customer service	3 years progressively responsible experience performing general office and secretarial duties involving customer service	5 years progressively responsible experience performing general office and secretarial duties involving customer service	5 years of increasingly responsible administrative support experience, including 2 years supporting a leadership position.	5 years of increasingly responsible experience performing complex secretarial, technical, and administrative work, including 3 years supporting leadership position.	5 years progressively responsible administrative/managerial/technical experience in an institute of higher learning or similar environment. Experience working with internal and external groups and supervising and/or leading the work of others.
<b>Certifications (Required)</b>	None	None	None	None	None	None
<b>Training (Required)</b>	None	None	None	None	None	None
<b>Knowledge (Required)</b>	Basic knowledge of office support procedures & practices, English language and grammar and writing styles, personal computers and software applications, basic mathematical calculations.	Basic knowledge of office support procedures & practices, English language and grammar and writing styles, personal computers and software applications, basic mathematical calculations.	Basic knowledge of mathematical computations and techniques needed to collect, organize, and report information/data in a narrative or statistical format; record keeping principles and procedures; and, PC hardware.	Working knowledge of standard budgeting and accounting systems; personal computer hardware and office software; and, College and departmental policies, procedures, and programs.	Comprehensive knowledge of College and departmental office procedures, practices guidelines and programs. Knowledge of techniques needed to collect, organize, and report information/data. Knowledge of applicable laws or regulations in interpreting and explaining procedures, processes, and College services and programs to others.	Extensive knowledge of critical organizational practices and goals; broad theoretical and technical knowledge. Knowledge of the principles and practices of technical project management. Knowledge of higher education practices and policies. Knowledge of the College's policies, mission, vision, and the role of the College within the community, the State of Maryland, and higher education.
<b>Role Summary</b>	<ul style="list-style-type: none"> <li>• Provide clerical/secretarial support</li> <li>• Organize and perform assigned duties/activities</li> <li>• Maintain unit records</li> </ul>	<ul style="list-style-type: none"> <li>• Perform/facilitate administrative procedures for the unit's programs and services.</li> <li>• Organize unit events.</li> <li>• Perform tasks of a non-routine and technical nature involving some decision-making</li> </ul>	<ul style="list-style-type: none"> <li>• Lead/supervision staff</li> <li>• Perform more complex administrative, technical functions for the unit.</li> <li>• Lead and organize unit activities and events.</li> <li>• Make technical decisions by applying policies, regulations and protocol.</li> </ul>	<ul style="list-style-type: none"> <li>• Supports one or more executive administrators</li> <li>• Performs a variety of inter-related duties requiring wide range of College processes, policies, and procedures.</li> <li>• May serve as first-line supervisor to staff</li> </ul>	<ul style="list-style-type: none"> <li>• Manage the daily functions of an executive level College office or department, completes special projects and assignments</li> <li>• Responsibilities can vary in complexity from routine to projects requiring significant research and analysis.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide leadership, oversight and guidance for the day-to-day operations of a functional area and/or division/unit/department and special projects.</li> <li>• Provide technical support for systems, processes, communications, meetings and other related activities.</li> </ul>
<b>Level of Autonomy</b>	Under direct supervision	Under moderate supervision	Under general supervision	Under general supervision	Under minimal supervision	Under periodic supervision
<b>Core Functions</b>	<ul style="list-style-type: none"> <li>• Perform general administrative duties.</li> <li>• Answer phones and opens/distributes mail.</li> <li>• Create and edit correspondence, memoranda, exports, etc.</li> <li>• Serve as initial point of contact for the unit.</li> <li>• Maintain schedule/calendar.</li> <li>• Order supplies.</li> <li>• May guide student assistants</li> </ul>	<ul style="list-style-type: none"> <li>• Provide technical support to unit by processing actions related to budget, personnel or purchasing.</li> <li>• Assist students/staff with workstation troubleshooting; create/tracking IT service tickets.</li> <li>• Assist in training lower level staff or student assistants.</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate administrative, technical, and secretarial functions of the unit.</li> <li>• Determine proper work flow and priorities</li> <li>• Assist in preparing and monitoring unit's budget</li> <li>• Perform research and provide results to Supervisor</li> <li>• Prepares complex documents, statistical reports and memoranda.</li> </ul>	<ul style="list-style-type: none"> <li>• Act as a liaison between administrator and department/office staff, other College staff, outside organizations, and others.</li> <li>• Maintain/update databases and/or tracking systems for files, correspondence, or issues requiring immediate attention and follow-up.</li> <li>• Research files and records compile data, memos, notes, and weekly, monthly, and annual reports for supervisory review and/or signature.</li> <li>• Develop, modify, and monitor office procedures to ensure accuracy and efficient operation.</li> </ul>	<ul style="list-style-type: none"> <li>• Independently plan and carry out complex administrative, secretarial and technical support for executive staff and coordinate special events in a high-profile environment.</li> <li>• Manage office functions, prioritize tasks, and delegate work to others.</li> <li>• Perform a wide variety of complex administrative support duties.</li> <li>• Represent the supervisor, or department at committee meetings, work groups, College, and other events as assigned.</li> <li>• Coordinate unit projects and maintain timelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Oversee development of budgets, purchasing, communications, assigned staff, develop and implement policies and procedures.</li> <li>• Conduct studies related to operational concerns; communicate findings and recommend solutions.</li> <li>• Develop strategic and tactical plans, set operational goals and objectives.</li> <li>• Serve as liaison to external and internal organizations on behalf of area/division/office.</li> </ul>
<b>Core Skills</b>	<ul style="list-style-type: none"> <li>• Service orientation</li> <li>• Proactive</li> <li>• Planning / coordination / organization</li> <li>• Time management</li> <li>• Verbal and written communication</li> <li>• Technology literacy: office suite software, ERP software, social media</li> <li>• May guide student assistants</li> </ul>	<ul style="list-style-type: none"> <li>• Service orientation</li> <li>• Proactive</li> <li>• Planning / coordination / organization</li> <li>• Time management</li> <li>• Verbal and written communication</li> <li>• Technology literacy: office suite software, ERP software, social media</li> <li>• May guide student assistants</li> </ul>	<ul style="list-style-type: none"> <li>• Service orientation</li> <li>• Proactive</li> <li>• Planning / coordination / organization</li> <li>• Time management</li> <li>• Verbal and written communication</li> <li>• Technology literacy: office suite software, ERP software, social media</li> <li>• May guide student assistants</li> </ul>	<ul style="list-style-type: none"> <li>• Service orientation</li> <li>• Proactive</li> <li>• Planning / coordination / organization</li> <li>• Time management</li> <li>• Verbal and written communication</li> <li>• Technology literacy: office suite software, ERP software, social media</li> <li>• May guide student assistants</li> </ul>	<ul style="list-style-type: none"> <li>• Service orientation</li> <li>• Proactive</li> <li>• Planning / coordination / organization</li> <li>• Time management</li> <li>• Verbal and written communication</li> <li>• Technology literacy: office suite software, ERP software, social media</li> <li>• May guide student assistants</li> </ul>	<ul style="list-style-type: none"> <li>• Service orientation</li> <li>• Proactive</li> <li>• Planning / coordination / organization</li> <li>• Time management</li> <li>• Verbal and written communication</li> <li>• Technology literacy: office suite software, ERP software, social media</li> <li>• May guide student assistants</li> </ul>

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<b>Grade:</b>	<b>15</b>	<b>19</b>	<b>23</b>	<b>25</b>	<b>27</b>	<b>31</b>
<b>Core Competencies (Proposed)</b>	<ul style="list-style-type: none"> <li>• Accuracy and thoroughness</li> <li>• Collaboration</li> <li>• Adaptable</li> <li>• Innovative</li> <li>• Integrity</li> <li>• Initiative</li> <li>• Critical thinking</li> <li>• Decision making / problem solving</li> <li>• Strive to learn</li> <li>• Communication</li> <li>• Service orientation</li> <li>• Anticipate stakeholders needs and take appropriate action</li> <li>• Leadership</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and thoroughness</li> <li>• Collaboration</li> <li>• Adaptable</li> <li>• Innovative</li> <li>• Integrity</li> <li>• Initiative</li> <li>• Critical thinking</li> <li>• Decision making / problem solving</li> <li>• Strive to learn</li> <li>• Communication</li> <li>• Service orientation</li> <li>• Anticipate stakeholders needs and take appropriate action</li> <li>• Leadership</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and thoroughness</li> <li>• Collaboration</li> <li>• Adaptable</li> <li>• Innovative</li> <li>• Integrity</li> <li>• Initiative</li> <li>• Critical thinking</li> <li>• Decision making / problem solving</li> <li>• Strive to learn</li> <li>• Communication</li> <li>• Service orientation</li> <li>• Anticipate stakeholders needs and take appropriate action</li> <li>• Leadership</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and thoroughness</li> <li>• Collaboration</li> <li>• Adaptable</li> <li>• Innovative</li> <li>• Integrity</li> <li>• Initiative</li> <li>• Critical thinking</li> <li>• Decision making / problem solving</li> <li>• Strive to learn</li> <li>• Communication</li> <li>• Service orientation</li> <li>• Anticipate stakeholders needs and take appropriate action</li> <li>• Leadership</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and thoroughness</li> <li>• Collaboration</li> <li>• Adaptable</li> <li>• Innovative</li> <li>• Integrity</li> <li>• Initiative</li> <li>• Critical thinking</li> <li>• Decision making / problem solving</li> <li>• Strive to learn</li> <li>• Communication</li> <li>• Service orientation</li> <li>• Anticipate stakeholders needs and take appropriate action</li> <li>• Leadership</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and thoroughness</li> <li>• Collaboration</li> <li>• Adaptable</li> <li>• Innovative</li> <li>• Integrity</li> <li>• Initiative</li> <li>• Critical thinking</li> <li>• Decision making / problem solving</li> <li>• Strive to learn</li> <li>• Communication</li> <li>• Service orientation</li> <li>• Anticipate stakeholders needs and take appropriate action</li> <li>• Leadership</li> </ul>