



ADMINISTRATIVE SPECIALIST II

NATURE OF WORK

This is specialized clerical, secretarial and administrative support work for an assigned unit or program area. Incumbent may be assigned to a specific project or function. Work involves varied and complex duties including preparing letters and reports, developing and maintaining record systems and processing information. Work is distinguished from the Administrative Specialist I classification by the greater complexity of assignments, full range of administrative skills required, and greater independent decision making. Work is performed under general supervision of immediate supervisor with latitude in applying judgment in setting priorities and handling unusual assignments.

EXAMPLES OF WORK

(This list is not absolute or restrictive, but indicates approximate duties and responsibilities which may be redefined pursuant to operational needs.)

- Prepares and processes various reports, forms, program and fiscal records, correspondence, meeting minutes, memoranda and other documents from copy, handwritten and electronic rough drafts, dictation or recording equipment, according to office practices and formats.
- Operates various computerized record keeping and document processing systems to input and retrieve data in support of program or departmental operations.
- Compiles and develops bi-annual Senate Telephone and On-line Directories; enters and maintains information in centralized database, or TMS system; researches and verifies information; updates all sections of directories.
- Compiles, creates, and disseminates telephone billing data and processes all billing information with Senate offices and users.
- Answers, screens and forwards telephone calls or takes messages; coordinates meetings, schedules facilities for use; and makes appointments.
- Receives, records, and responds to informational inquiries and questions from customers concerning the appropriate forms, applications, records, processes and procedures to follow; sets up and maintains program filing systems.
- Reviews, completes, codes, tracks and files various forms, applications and records in accordance with established systems, practices, standards and time lines; sets up, maintains and updates in an accurate and timely manner various program and departmental filing and record keeping systems; pulls files necessary to support program and department activities.
- Prepares, proofreads, assembles, and updates information for publications.
- Receives, analyzes and routes trouble calls; tracks, monitors and closes all help desk calls.



- Operates optical imaging scanning equipment to make accurate and legible permanent record copies of various documents; checks image produced for quality and processing attributes; and indexes or files document images according to established procedures.
- Compiles data from various sources for administrative reports; checks math and data accuracy; maintains, tracks and manages funds; prepares management reports, and prepares data records and statistical reports.
- Initiates and updates requisitions, purchase orders and invoices to verify quantities, cost, and related details; orders and inventories supplies and equipment.
- Assists in orienting and training new employees engaged in filing, sorting, posting, registering or other routine administrative support work; and assigns and participates in the work of co-workers.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is primarily performed in an office environment. Work is essentially sedentary with occasional walking, standing, bending, and safely carrying items under 25 pounds such as books, papers, small parcels, etc., and extended periods of computer use, however, some positions may require safely assisting others moving and lifting supplies, tables and chairs, as necessary.

MINIMUM QUALIFICATIONS

Work requires a high school diploma (or GED), and one to three years of varied clerical or secretarial experience supplemented with course work in computers, word processing and modern office practices; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of business English, spelling, grammar and business math.
- Knowledge of modern office practices, procedures and equipment.
- Knowledge of computer and word processing principles.
- Knowledge of basic web and electronic media.
- Ability to communicate effectively with Senate staff and outside organizations, providing exemplary customer service in a polite and efficient manner, both orally and in writing.
- Ability to follow departmental rules, regulations, procedures and functions.
- Ability to organize, process, sort, and file forms and records.
- Ability to read, comprehend and follow simple oral and written instructions.



- Ability to establish and maintain effective working relationships with other employees and the public.
- Skill in the operation of standard office equipment including a personal computer, computer terminal and typewriter and computer software including word processing, spreadsheet and database software.
- Ability to handle sensitive and confidential information.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.

VETERANS EMPLOYMENT OPPORTUNITY ACT

Hiring for this position is governed by the Veterans Employment Opportunity Act of 1998 (“VEOA”), as made applicable by the Congressional Accountability Act of 1995 (“CAA”). Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Senate Sergeant at Arms and who are disabled or who have served on active duty in the Armed Forces during certain specified time periods or in certain military designated campaigns (“veterans”) may be eligible to receive a preference over non-veterans in hiring decisions. Family members of veterans may also be eligible to receive a veterans’ preference if the veteran cannot claim his or her veterans’ preference.

To be eligible for a veterans’ preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans’ Preference, which is available at www.senate.gov/saaemployment.

If claiming a veterans’ preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans’ Preference along with the supporting documentation specified on that form. If the Office of the Senate Sergeant at Arms does not receive the Application for Veterans’ Preference and supporting documentation by the closing date, the applicant’s claim for a veterans’ preference may be denied.

Applicants may obtain a copy of the Office’s Veterans’ Preference In Appointments policy by submitting a written request to resumes@saa.senate.gov.

Individuals who are entitled to a veterans’ preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the obligations and efforts of the Office of the Senate Sergeant at Arms to provide veterans’ preference to preference-eligible applicants in accordance with the VEOA. An applicant’s status as a disabled veteran and any information regarding an applicant’s disability, including the applicant’s medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran’s status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans’ preference.