

# Administrative Assistant III

## DESCRIPTION OF JOB:

This position is located in our XXXX Maintenance Office. This position provides administrative support in the areas of tracking documentation, reception, copying, filing, answering multi-line phones, assisting walk-in customers, distributing incoming mail, maintaining office equipment, scheduling appointments, and record keeping.

**Major duties and responsibilities** include, but are not limited to:

- Maintain professional and courteous standards in all interactions; provide excellent customer service to both internal and external customers; greet internal/external customers and direct individuals to appropriate location/personnel; answer multi-line telephones, screen calls, complete and process resulting messages efficiently; provide directional information and assist complainants or direct them to the proper person for resolution; maintain tracking of all citizen complaints;
- Collect information from the public and notify proper CDOT personnel of problems or hazards that may/could exist; communicate emergency situations immediately via telephone or highway band radio as needed;
- Assist walk-in customers with oversize/overweight permit applications and collect money for permits; deal directly with Staff Maintenance to obtain these permits via fax and resolve any questions or problems that may arise;
- Receive and distribute correspondence, mail, packages, and office supplies; coordinate Federal Express shipping pick-ups; maintain shipping supplies and current contact numbers;
- Handle the tracking of all CDLs and other licenses within the section to include verification of licensing credentials for all personnel; distribute licensing information to the field administrative assistants on a weekly basis to ensure compliance of the program;
- Prepare required DOT physical and Voluntary Medical Monitoring program tracking/paperwork to ensure maintenance employees maintain current DOT medical certification cards and go for baseline, periodic, or exit exams on the Medical Monitoring program; process DOT physical paperwork received from clinics accurately and in a timely manner; prepare pre-employment and DOT medical physical forms;
- Perform word processing, data entry, and coding to create reports, memos, forms, and correspondence; set-up, compile, track, and maintain necessary information for daily procedures; enter data into SharePoint Forms Tracking spreadsheet as directed;
- Maintain the phone, patrol, and on-call lists as well as road closure information and radio logs;
- Prepare orientation and training notebooks/handouts as well as other informational packets;
- Update policies, procedures, forms, and other information regularly to ensure current information is on hand;
- Create and maintain an efficient filing system;
- Administer the Adopt-a-Highway program;
- Complete special projects following the direction of the Office Manager; conduct orientation of new employees per established guidelines making sure documentation is signed and complete before giving to the Office Manager;

- Maintain office equipment such as postage meter, fax machines, and copiers, including filling paper trays, distributing faxes, monitoring usage, and scheduling service calls as directed;
- Continually look for better methods and procedures for faster, more efficient, functional tracking of office information and work flow;
- Assist other office staff as needed in their daily tasks, or complete any other duties as assigned by the Office Manager, Deputy Superintendents, and Superintendent;
- Attend training and meetings; provide back-up for field administrative assistants as necessary;
- Other job duties as assigned.

**Work Environment:**

- Primarily 8:00 am – 5:00 pm work hours, Monday-Friday
- Travel required during work hours throughout the Region
- Occasional overnight travel 1-3 times a year throughout Colorado
- Required to operate CDOT vehicles

**MINIMUM QUALIFICATIONS, SUBSTITUTIONS, CONDITIONS OF EMPLOYMENT & APPEAL RIGHTS:**

Three years of general clerical experience where the primary responsibilities included working with computer software and applications (e.g. Microsoft Word, Excel, Access, PowerPoint, etc.), creating memos and correspondence, using spreadsheets to track information, AND providing on-going customer service in person, on the phone, and via email to internal and external customers. Direct administrative support experience is preferred.

The **Exceptional Applicant** will be a successful Administrative Assistant and will possess the proven ability or accomplishment in the following:

- Demonstrated success with the duties listed in the Description of the Job section;
- Highest work/personal ethics and integrity;
- Strong technical knowledge of administrative and clerical procedures and systems;
- Knowledge of State Personnel and Fiscal Rules;
- Experience with handling confidential and financial documents;
- Proven ability to manage multiple assignments, priorities, and projects in a fast-paced environment;
- Excellent customer service, interpersonal, and relationship building skills;
- Excellent time, project management, and organizational skills;
- Ability to manage and prioritize work assignments independently;
- Ability to multi-task;
- Flexibility in adapting to changing work assignments;
- Strong attention to detail and accuracy;
- Analytic thinking and problem-solving;
- Strong ability to take initiative to solve problems;
- Effective presentation and communication skills, both written and oral;
- Ability to work effectively in both independent and team situations;
- Excellent computer skills including fluency in Microsoft Office Suite (e.g., Word, Excel, Access, PowerPoint), MS Publisher, Adobe, SAP, SharePoint, Gmail, and the ability to quickly learn new software.

### **Administrative Assistant III: Supplemental Questionnaire**

1. Please describe your work experience using Microsoft Office (e.g., Word, Excel, Access, PowerPoint), SAP, SharePoint, Gmail, and any other software program. Be sure to include your proficiency in each software program, how often you use each one, and the types of functions you complete in each software program. Please be very specific and detailed in your response.
2. Please describe your work experience in creating memos and correspondence. Include what types of correspondence you have created and for what purpose.
3. Please describe your work experience in using spreadsheets to track information. Include what type of information you tracked, how often, and what methods you used to track.
4. Please describe your work experience in providing excellent customer service to both internal and external customers.