

NEW CASTLE COUNTY GOVERNMENT

Number 0160

CLASS SPECIFICATION

Page 1 of 2

Date 10/12/12

Title: CONFIDENTIAL ASSISTANT

Approved:

Valencia L. Beatty

GENERAL STATEMENT OF DUTIES: Performs a variety of problem solving, administrative and support functions requiring complete confidentiality relating to the integrity and liability of management systems through quality service in all areas to the citizens of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class assists in the daily activities of a department or division by performing responsible administrative and support functions of a wide variety and scope. The work deals with highly sensitive labor relations matters and is extremely confidential in nature. This employee is required to be familiar with all phases of New Castle County Government and must be able to work across department, division and agency lines in solving problems and issues related to the specific assignment. This employee works with considerable independence of action through problem solving, personal representation of managers or departments, and by preparing detailed reports and correspondence, providing information, receiving and responding to complaints and performing other customer service work. It is critical that this employee displays and promotes a positive attitude and possesses a professional demeanor and appearance. This employee works under the general supervision of a general manager, division manager or their designee.

EXAMPLES OF WORK: (Illustrative Only)

- Solves problems by developing innovative, creative, cost-effective and customer-friendly solutions;
- Receives and performs analysis of problems received through Customer Relations and Assistance;
- Arranges meetings and prepares correspondence;
- Works with management on issues and responds to telephone calls and email from a variety of individuals;
- Researches issues and questions and prepares an appropriate response;
- Interacts with other departments, divisions, agencies and the public concerning related issues;
- Performs support functions such as filing, answering telephones, managing email and preparing a variety of letters, memoranda, reports, agreements, documents, publications and other such material;

NEW CASTLE COUNTY GOVERNMENT

Number 0160

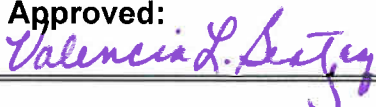
CLASS SPECIFICATION

Page 2 of 2

Date 10/12/12

Title: CONFIDENTIAL ASSISTANT

Approved:



- Provides assistance in developing and implementing policies and procedures;
- Attends meetings and provides support and administrative assistance when needed;
- Presents information to outside groups;
- May supervise staff;
- Utilizes a variety of miscellaneous software programs;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of office practices and procedures, business English, spelling and business mathematics; good knowledge of the operations, functions and scope of authority of County government as related to the handling and disposition of complaints and requests for information; ability to identify problems, to troubleshoot issues and to coordinate reliable and accurate information for the customers of the County; demonstrated ability to type 50 words per minute with accuracy; demonstrated skill and proficiency in the use of a variety of software programs; ability to supervise subordinates; ability to establish and maintain effective working relationships with coworkers, associates, government officials, agencies, private organizations and the public, and to promote an ongoing attitude of dedication to excellent customer service; ability to maintain confidentiality in all aspects of the work; ability to analyze complex data, draw valid conclusions, and to make reliable recommendations; creativity; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups.

MINIMUM QUALIFICATIONS: At least five (5) years of experience in performing administrative and support work of a progressively responsible nature, one (1) year of which shall have been working with current office software, and possession of an Associate's Degree from an accredited college or university with major course work in business administration or a related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:

Established: 07/01/97
Revised: 05/01/01
Revised: 10/12/12