

## **ADMINISTRATIVE OFFICER (SRAA)**

**02070**

**(Competitive)**

### **DISTINGUISHING FEATURES OF THE CLASS**

The work involves responsibility for performing a variety of important administrative and managerial functions in the operation of the Syracuse Regional Airport Authority. Under direct supervision of the Executive Assistant, an employee in this class is responsible for providing management-level support to multiple department heads which includes organizing and coordinating administrative projects, cross-departmental teams, overseeing special projects, and providing both general and departmental specific administrative support as needed. Work is performed with considerable leeway for independent action and judgment. Direct supervision is not a regular occurring function of this position. Does related work as required.

### **TYPICAL WORK ACTIVITIES**

Completes a variety of administrative tasks for department heads including: managing multiple active calendars; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings.

Plans and coordinates meetings for management, ensuring follow-up with all invited parties, and handling the logistics for the meetings, including set up and hospitality.

Works on department-level projects through research, drafting, and editing correspondence, reports, spreadsheets, and other administrative documents, as well as data entry.

Provides committee support through collecting documents, and putting together committee packets, taking and transcribing minutes, and other related administrative support as required.

Provides administrative support for Marketing programs, being responsible for administration of volunteers schedules, changes in schedules, tracking hours, and maintaining current contact information on volunteers; may include work with interns.

Provides event/conference planning and logistical support.

Prepares Work Order Status Updates as requested.

Under the Records Retention Officer, organizes and manages both hard copy and electronic files for multiple departments, keeps track of record retention schedule, archives and destroys within that schedule, keeping appropriate documentation as necessary.

Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.

Leads or participates in administrative working groups on projects such as developing Standard Operating Procedures (SOPs) and other operational documents, through research, collection, input, and formatting data and information.

Prepares reports by collecting and analyzing information.

Provides historical reference by developing and utilizing filing and retrieval systems; recording meeting discussions.

Provides backup phone support to main line at front desk or other management support duties as assigned.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

Thorough knowledge of modern business office policies, procedures, and standards.

Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail

Expert level written and verbal communication skills.

Strong interpersonal skills, with the ability to build healthy working relationships with a variety of constituents, including vendors, concessionaires, airlines, as well as management and co-workers.

Ability to produce accurate information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.

Ability to maintain constituent confidence and protect operations by keeping information confidential.

Ability to work independently, anticipating the needs of management and being proactive in areas where delegated responsibility;

Highly resourceful team-player, with the ability to also be extremely effective independently

Ability to achieve high performance goals and meet deadlines in a fast paced environment.

Strong computer/technical skills and ability to learn and use new programs as needed.

Proficiency in Microsoft Office Suite (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms.

#### MINIMUM QUALIFICATIONS

A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Bachelor's Degree and three (3) years of professional level or para-professional level work experience, or its part time equivalent, in administrative support for multiple managers concurrently; or,

B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree and five (5) years of work experience, or its part-time equivalent, in a comparable role, supporting mid-senior level management, preferably with experience in supporting multiple managers concurrently; or,

C. Seven (7) years of professional level or para-professional level work experience, or its part time equivalent, in administrative support for multiple managers concurrently.

11/2017 Date of Original Composition