

Title	Administrative Officer I	Administrative Officer II
Series description	<p>The Administrative Officer series includes job classes that perform professional level work in multiple administrative functional areas, which requires analytical ability, judgment, discretion, and personal responsibility for the application of a substantial body of knowledge of the principles, concepts, and practices of administrative support. Incumbents are primarily concerned with providing, securing, or negotiating for the resources or services needed for the operations of the organization served. Incumbents establish internal policies and procedures based on department and State policy, regulation, and other guidelines.</p> <p>Administrative functional areas typical to this series include, but are not limited to, Budget Development, Accounting and Financial Management, Personnel Management, and Procurement/Purchasing.</p> <p>Levels within the series are distinguished by the complexity of regularly assigned work, level of authority, and the influence of organizational characteristics on administrative functions.</p>	
Class Def	<p><u>Specific to level</u></p> <p>Administrative Officer I is the first level in the series in which incumbents perform professional level administrative work that regularly requires resolving problems where issues and solutions are clear and occasionally modifying established procedures to address specific issues. At this level the organizational characteristics do not significantly impact the difficulty of administrative support work.</p>	<p><u>Specific to level</u></p> <p>Administrative Officer II is the second level in the series in which incumbents coordinate and perform professional level administrative work that regularly requires resolving problems where issues involve multiple variables, selecting the best solution requires evaluating conflicting needs, and established guidelines do not readily apply. At this level the organizational characteristics significantly impact the difficulty of administrative support work.</p>
DCs	<p><u>Specific to Level</u></p> <p>At this level incumbents work with management to plan, organize, direct, and control resources and activities; and provide the administrative services required to support the organization's business.</p> <p>Assignments require analysis, discretion and judgment to examine various potential courses of action, determine possible outcomes,</p>	<p><u>Specific to Level</u></p> <p>At this level incumbents consistently plan, manage, and conduct major projects, complex assignments, or investigations that involve a wide variety of variables, have effects that are controversial or sensitive, or have potential to create or avoid substantial liability.</p> <p>Assignments require coordinating administrative activities to provide information required for planning, organizing, directing,</p>

<p>and select the action to be taken based on the desired result. The work is performed independently within established policies. Incumbents work with departmental administrative staff and regulatory agencies to develop new procedures when situations are not adequately covered.</p> <p>The complexity of work at this level is characterized by precedents that, with limited modifications, provide a solid basis for current action. Effective performance of the work requires knowledge and understanding of the organization’s structure, objectives, programs, and projects; the activities of employees, the equipment and material used, the working conditions and problems encountered; and how these elements influence administrative functions.</p> <p>The organizational characteristics that influence the administrative work typical to this class include elements such as minor changes to the organization or the support work performed from one fiscal year to the next; stable funding with minimal conflict between State and federal fiscal years; a limited variety of professions supported; and cyclical resource needs.</p> <p><u><i>Comparison of level with other classes</i></u> Administrative Officer I is distinguished from Administrative Assistant II by the Administrative Officer I’s performance of work that requires analytical ability, judgment, discretion, and personal responsibility for the application of a substantial body of knowledge of the principles, concepts, and practices of administrative support. Administrative Assistants II perform paraprofessional duties in an assistive role, which requires coordination of multiple processes and development of procedures when established guidelines are not conclusive.</p>	<p>and controlling resources and activities. Effective performance of the work requires knowledge and understanding of the organization’s structure, objectives, programs, and projects; the activities of employees, the equipment and material used, the working conditions and problems encountered; and how these elements influence resource procurement, personnel administration, and other administrative functions. Incumbents independently select, develop, or modify methods and means to accomplish goals. Supervisory authority may be present but is not class controlling.</p> <p>The complexity of work at this level is characterized by frequently dealing with issues that lack clear precedent, are not adequately addressed in established procedures, and often involve internal conflicts such as in State and federal regulations or funding sources.</p> <p>The organizational characteristics that influence the administrative work typical to this class include elements such as frequent significant changes in organizational structure, creating or terminating programs, revenue dependent funding, coordinating multiple sub-units’ administrative staff, and supporting multiple business operations with different administrative requirements.</p> <p><u><i>Comparison of level with other classes</i></u> Administrative Officer II is distinguished from Administrative Officer I by the Administrative Officer II’s responsibility for coordinating and performing professional level administrative work that regularly requires resolving problems where issues involve multiple variables, selecting the best solution requires evaluating conflicting needs, and established guidelines do not readily apply. Administrative Officers I perform recurring administrative work</p>
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	<p>Administrative Officer I is distinguished from Administrative Officer II by the Administrative Officer I's responsibility for performing recurring administrative work that regularly requires resolving problems where issues and solutions are clear and occasionally modifying established procedures to address specific issues. Administrative Officers II coordinate and perform professional level administrative work that regularly requires resolving problems where issues involve multiple variables, selecting the best solution requires evaluating conflicting needs, and established guidelines do not readily apply.</p> <p>Positions whose work is primarily in a single administrative functional area shall be allocated to the job class specific to the area when such a job class exists.</p>	<p>that regularly requires resolving problems where issues and solutions are clear and occasionally modifying established procedures to address specific issues.</p> <p>Administrative Officer II is distinguished from Administrative Operations Manager I by the Administrative Officer II's responsibility for coordinating and performing professional level administrative work that regularly requires resolving problems where issues involve multiple variables, selecting the best solution requires evaluating conflicting needs, and established guidelines do not readily apply. Administrative Operations Managers I plan, organize, direct, coordinate, and control administrative support activities and resources for a department subdivision.</p> <p>Positions whose work is primarily in a single administrative functional area shall be allocated to the job class specific to the area when such a job class exists.</p>
<p>EODs</p>	<p><u>Functional Areas same for all levels in series, Duty Descriptions different for each level</u></p> <p>General Participate in short and long term planning of the organization's missions, goals, and measures; provide information on administrative statutes, regulations, and other requirements that impact planned actions; and ensure changes in goals, missions, and measures are integrated into administrative activities.</p> <p>Functional area: Budget Development Coordinate budget submission process (operating and/or capital) with program managers; track intermediate deadlines; and inform</p>	<p><u>Functional Areas same for all levels in series, Duty Descriptions different for each level</u></p> <p>General Partner in short and long term planning that integrates multiple programs with different goals or services to establish and achieve the organizations missions, goal, measures, etc. Participate with an emphasis on identifying the practical pros and cons and offering recommendations; ensuring integration of program goals and requirements with administrative functions.</p> <p>Advise the management team on feasibility and legality of administrative options; explore and recommend innovative ways to</p>

<p>others of upcoming deadlines.</p> <p>Gather and evaluate prior and current year expenditures and revenues for an organization with one to a few funding sources and few if any restricted revenue sources.</p> <p>Work with management team to determine, project, draft justifications, and compile financial data for budgetary changes where the programmatic needs vary little from one fiscal year to the next.</p> <p>Calculate financial and program service impacts for proposed bills or OMB requests for budget adjustments in scenarios such as small budget reductions, potential range changes for a small number of positions, and similar adjustments.</p> <p>Functional area: Accounting and Financial Management</p> <p>Within State and departmental parameters, establish the annual accounting structure for expenditure and revenue tracking and reporting. Work with program managers to identify reporting needs/desires. Provide managers education on the capabilities and limitations of the State’s accounting systems. Coordinate the routine reporting of authorized budget, revenues, and expenditures.</p> <p>Examine reports for abnormalities and appropriate use of funds; identify issues or concerns; discuss options for correction with management; and coordinate corrections by support staff.</p> <p>Maintain personal services cost projections for a limited number of bargaining units, occupations, and funding sources. Inform</p>	<p>“change” the rules; and develop allowable exceptions within existing rules.</p> <p>Functional area: Budget Development</p> <p>Coordinate multiple sub-units’ budget submission process (operating and/or capital) with their administrative staff and program managers; establish intermediate deadlines; and inform others of upcoming deadlines.</p> <p>Gather and evaluate prior and current year expenditures and revenues for an organization with multiple appropriations, numerous funding sources, and restricted revenue sources including multiple federal grants.</p> <p>Work with sub-units’ administrative staff and management to determine, project, draft justifications, and compile financial data for budgetary changes where the programmatic needs commonly have significant variance from one fiscal year to the next.</p> <p>Calculate financial and program service impacts for proposed bills or OMB requests for budget adjustments in scenarios such as development or expansion of programs, changes to restricted revenue sources, establishing or consolidating offices, and similar adjustments.</p> <p>Functional area: Accounting and Financial Management</p> <p>Within departmental and/or State parameters, establish the annual accounting structure for expenditure and revenue tracking reporting. Identify federal reporting requirements and organizational needs and desires. Provide guidance on specific</p>
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<p>management when projections indicate likelihood of a shortfall or lapsing funds and recommend options for resolution.</p> <p>Develop annual spending plan and recommend options for resolving differences between appropriated funds and current needs.</p> <p>Functional area: Personnel Management</p> <p>Assist supervisors by providing guidance on standardized personnel administration processes; serve as liaison between staff and Division of Personnel and Labor Relations on personnel issues.</p> <p>Develop organization specific employee orientation materials.</p> <p>Coordinate layoff processes; provide guidance to affected individuals on rights and resources and assist them with re-employment options.</p> <p>Coordinate development of responses to grievances, Letters Of Agreement, resolution of disciplinary problems, etc.</p> <p>Maintain awareness of position management and assist supervisors through the process of updating position descriptions when changes to duties or responsibilities are significant.</p> <p>Functional area: Procurement/Purchasing</p> <p>Provide guidance and coordination for formal procurements; serve as liaison to departmental or Division of General Services contacts.</p>	<p>limitations of funding sources and the state’s accounting database systems. Coordinate reporting of authorized budget, revenues, and expenditures.</p> <p>Coordinate and oversee the examination of financial reports for abnormalities and appropriate use of funding, identify issues or concerns, recommend corrections to management, and coordinate corrections by support staff.</p> <p>Develop annual spending plan based on authorized appropriations, which includes multiple appropriations, numerous funding sources, and restricted revenue sources including multiple federal grants.</p> <p>Maintain personal services cost projections, which are complicated by elements such as atypical bargaining unit provisions, a variety of funding sources, limitations on the use of sources, multiple and conflicting fiscal years, and a variety of occupations supported.</p> <p>Functional area: Personnel Management</p> <p>Work with managers to evaluate workflow and position management; recommend changes to organizational structure and business processes to improve effectiveness and efficiency, or to meet the needs of new programs.</p> <p>Serve as liaison between staff and Division of Personnel and Labor Relations on personnel issues and assist supervisors with personnel administration issues and problems.</p> <p>Recommend or draft responses to grievances and Letters Of Agreement. Monitor disciplinary problems and draft disciplinary</p>
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<p>Monitor and enforce individual financial and reporting requirements for services procured through Reimbursable Services Agreements, grants, and contracts. Track schedules and finances, coordinate the review of programmatic reports, authorize payments, and lead the resolution of problems and conflicts.</p> <p>For grants of greater complexity, perform the solicitation and technical evaluation of grant proposals, coordinate the proposal evaluation committee and resulting awards, approve grantees' reporting and release of grant funds, and conduct grant closeout activities. Complex grants include those that are competitive, new, have eligibility criteria that are difficult to apply, present a high need for technical assistance, and involve overlapping fiscal years and/or multi-source funds.</p> <p>Coordinate and ensure public notices, hearings, and other notification requirements of procurement activities are properly conducted and documented.</p> <p>Functional area: Policy and Procedure Development</p> <p>Lead the review and revision of the organization's internal administrative policies and procedures; advise management on feasibility and legality of administrative options within departmental and/or State policies; and develop plans for implementation.</p> <p>Coordinate the review and revision of programmatic policies and procedures; participate in developing statutory or regulatory changes specific to the organization.</p>	<p>actions.</p> <p>Functional area: Procurement/Purchasing</p> <p>Coordinate and oversee formal procurements that are unusual, have significant impact on agency operations, and have a high potential for controversy. Work with Division of General Services and department's senior procurement specialist to ensure procurement process follows statutory requirements.</p> <p>Serve as resource on procurement procedures and requirements for sub-units' administrative staff. Coordinate and oversee the establishment, review, reporting, payment, and closeout of Reimbursable Services Agreements, grants, and contracts affecting multiple sub-units.</p> <p>Functional area: Policy and Procedure Development</p> <p>Develop, review, and revise internal policies and procedures, both administrative and programmatic. Consult with program managers to clarify problems and goals; coordinate review and comment from sub-units; and oversee implementation. Coordinate the development of statutory or regulatory changes.</p> <p>Evaluate State policies and procedures issued by administrative regulatory organizations (such as Division of General Services, Division of Personnel, etc) and determine impact and business practice changes required to implement within organization. Work with regulatory staff to resolve conflicts between requirements and department/division capabilities.</p>
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	<p>Evaluate policies and procedures issued by department and determine impact and business practice changes required to implement within organization. Work with departmental staff to resolve conflicts between department requirements and division capabilities.</p> <p>Functional area: Special Projects</p> <p>Successfully deal with the crisis <i>du jour</i>. Assess situation and impact on operations, staff, public, budget, etc; evaluate available response resources; recommend effective and efficient solutions; and coordinate resolution.</p>	<p>Functional area: Special Projects</p> <p>Oversee and coordinate resolution of problems affecting multiple sub-units or whose solution requires action by other agencies. As organization's representative liaise with State, federal, and local organizations; analyze issues and options; determine best course of action for organization; plan, direct, and coordinate resolution.</p>
<p>KSAs</p>	<p><u><i>Specific to Level</i></u></p> <p>Working knowledge of administrative processes necessary to support the operations of a business, such as financial monitoring, accounts payable/receivable, personnel, and purchasing and inventory.</p> <p>Some knowledge of the requirements and limitations of computer systems and software used for business administration activities such as tracking expenditures and revenues, procurement and inventory management, employee payroll and position management, etc.</p> <p>Skill in organizing workloads, setting priorities, and coordinating concurrent timelines/schedules.</p> <p>Skill in interpreting and applying a variety of rules and instructions.</p>	<p><u><i>Specific to Level</i></u></p> <p>Considerable knowledge of administrative processes necessary to support the operations of a business, such as financial monitoring, accounts payable/receivable, personnel, and purchasing and inventory.</p> <p>Working knowledge of the requirements and limitations of computer systems and software used for business administration activities such as tracking expenditures and revenues, procurement and inventory management, employee payroll and position management, etc.</p> <p>Skill in working effectively with senior management, adapting to changing priorities, and working on multiple projects with overlapping or conflicting schedules.</p> <p>Skill in organizing workloads, setting priorities, and coordinating</p>

	<p>Ability to work effectively with senior management, adapt to changing priorities, and work on multiple projects with overlapping or conflicting schedules.</p> <p>Ability to work effectively in high stress situations, analyze complex issues accurately, and take prompt, appropriate action.</p> <p>Ability to determine the need for revision to policies or procedures and draft appropriate changes.</p> <p>Ability to establish and maintain cooperative relationships with others.</p> <p>Ability to communicate effectively, both orally and in writing.</p>	<p>concurrent timelines/schedules.</p> <p>Skill in interpreting and applying a variety of rules and instructions.</p> <p>Ability to work effectively in high stress situations, analyze complex issues accurately, and take prompt, appropriate action.</p> <p>Ability to determine the need for revision to policies or procedures, coordinate drafting and approval of revisions, and oversee implementation.</p> <p>Ability to establish and maintain cooperative relationships with others.</p> <p>Ability to communicate effectively, both orally and in writing.</p>
<p>MQs</p>	<p><u><i>Specific to Level</i></u> Four years of experience providing administrative support to a business or organization, of which at least two years were as an Administrative Assistant II, Accounting Technician II, Human Resource Technician II, Procurement Specialist I, or similar administrative classes with the State of Alaska, or the equivalent with another employer.</p> <p>Substitution: A bachelor's degree in business administration, public administration, finance, banking, accounting, industrial relations, marketing, human resource management, logistics and supply chain management, or a similar business field will substitute for the required experience.</p>	<p><u><i>Specific to Level</i></u> Two years of professional/administrative level experience providing administrative support to a business or organization. The required experience includes work such as Administrative Officer I, Accountant II, Human Resource Specialist I, Procurement Specialist II, and Grants Administrator II, or similar administrative classes with the State of Alaska, or the equivalent with another employer.</p>

Note		
MQQs	<i><u>Specific to Level</u></i>	<i><u>Specific to Level</u></i>