

ADMINISTRATIVE ASSISTANTS



SENATE LEGISLATIVE ASSISTANT ORIENTATION DECEMBER 6, 2023

Senate Session Staff

**Susan Clarke Schaar, Clerk
698-7400**

**Jennifer Welch, Deputy Clerk
Support Services
698-7460**

Administrative Assistants (AAs)

- Administrative Assistants will report on Thursday, January 4, 2024.
- Hours: Monday – Thursday **8:30 am – 5:00 pm**, and Fridays **8:30am – 2:00 pm**. Please refrain from asking them to work beyond the stated hours.
- Lunch hours - 12:00 noon – 1:00 pm or 1:00 – 2:00 pm Monday – Thursday and a 30 minute break on Friday between 11:30 pm – 12:30 pm. Please plan for the AA to be away from their desk during this time. They are not paid for the lunch hour and to ask them to work is taking unfair advantage of them. Pages may greet visitors and answer telephones if needed. Again, please call Diane Mast (x7464) to coordinate as soon as you can.
- Pages may answer telephones if the AA has an emergency and must be out of the office. Please coordinate with Jennifer Welch or Madolynne Antigua (x7460).
- Last work day for AAs is Friday, March 8, 2024.
- Please make it a priority to meet with your administrative assistant to share important information that will help your office run effectively and efficiently. Visitor and appointment information should be shared with them. Advise them of your expectations.
- Questions from your administrative assistant (page 5)
- Inclement weather – **(804) 698-7648**
- AAs work in nonpartisan spaces. Please do not place political material, vote for _____, don't vote for _____, etc. on the AA's desk
- Reminder – All leave for AAs must be approved by the Clerk. For example, during inclement weather, they cannot leave until it's been approved by the Clerk.
- AAs are not allowed to attend events (i.e. breakfasts, health clinics/massages or lunches) during regular business hours.
- When we have not made a good fit for your office, please let us know immediately

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Administrative Assistant Position Description

1. Answer, refer and log telephone calls and messages
2. Greet and direct visitors; maintain a log of visitors for correspondence
3. Make, confirm and change appointments
4. Compose routine correspondence
5. Highlight the Senator's bills or name in the daily floor calendar
6. Draft responses to uncomplicated inquiries
7. Open, sort and deliver the mail
8. Key and update the Senator's meeting calendars
9. Key and update the LA's schedule/calendar
10. Key constituent lists for mail merges
11. Key speeches and presentation notes
12. Transcribe tapes
13. Track legislation via the bill status website
14. Obtain committee and floor votes
15. Research and compile information from available sources
16. Create and maintain alphabetical, numerical and subject files
17. Shred material
18. Photocopy
19. Transmit FAXs
20. Order supplies
21. Reserve and cancel conference rooms
22. Obtain publications and information for visitors (students, lobbying groups, etc.)
23. Compile survey data
24. Report maintenance issues
25. Make reservations for gallery seating
26. Print and preview the daily floor calendar and committee docket
27. Locate the Senator and LA
28. A goodwill ambassador for the office
29. Other duties as assigned

Questions from your Administrative Assistant

The Senator - I have read the Senator's bio – what additional information can you share the name of family members and others who may call on a regular basis, hobbies, special interests, etc.

Telephones - How should the telephone be answered? How should I handle incoming calls when the Senator is on the telephone? Does the Senator take all calls or do you screen them? Do we utilize the voicemail feature (after hours)?

Mail and other deliveries - Should I open and sort the mail? If yes, where should I place the mail after sorting? If no, where should I place the mail? Where do I place additional items that are delivered to the Senator?

Committee and Patron Notices - Where should I place committee and patron notices? If the Senator is away from the office, should the notice be delivered to him/her?

Visitors - Will I be given a list of the Senator's appointments each day? Should I check with you or the Senator when visitors arrive? How should visitors be handled when the Senator is out of the office? (Directed to legislative assistant or asked to return later?) Constituents? Senators? Delegates? Family members? Governor? Lt. Governor? Attorney General? Governor's Cabinet? Justices, Judges? Mayors? Local government officials? Lobbyists? Lobbying groups? Media? School Groups? other groups, etc.?

Correspondence - Should letters be typed in draft form? Should letters be given to you or placed on the Senator's desk? How should I set-up the files? What measures are we taking to reduce the amount of paper used in the office?

Transcription - Should dictation tapes be picked up from the Senator or will they be given to me? Should tapes be typed in draft? Should tapes be erased upon completion? Where should I place tapes when transcription is complete?

E-Mail – Will the Senator's e-mail be directed to my computer? If so, how should it be handled?

Calendars - Who will keep the Senators daily calendar (list of meetings, appointments, etc.)? Where should I place the session floor calendars each morning?

District - Tell me about the Senatorial District? What issues are important to constituents in the district? Who will call or contact the Senator on a regular basis?

Workload – Is there a project I can work on when all routine tasks have been completed?

Misc. - Are there additional procedures and policies I should know? If you think of items at a later time, please let me know.

Notes