



Administrative Assistant

Union AFSCME Pennsylvania Council 13
Location Harrisburg, PA (Executive Office)
Salary Competitive Salary
Posting Date March 13th, 2026

How to Apply

To apply, send a cover letter and resume to recruiting@afscme13.org

Please include position title and local number (if you are a current member of an AFSCME local) in the subject heading of your application email.

Overview

AFSCME Council 13 is the public service union for Pennsylvanians, representing more than 50,000 workers across the Commonwealth. Council 13 members care for the vulnerable and elderly, allow students to focus on learning in schools and universities, run correctional facilities around the clock, maintain safe drinking water, ensure the state's libraries, museums, roads, parks, and game lands are accessible to the public, and make Pennsylvania run in countless other ways. Our union organizes for dignity and respect and fights for a real voice on the job for public service workers and the services we provide.

The Administrative Assistant position provides scheduling, communications, and advanced-level administrative and secretarial support by monitoring and improving workflow. The position is responsible for multiple "standalone" administrative office functions that provide critical support for headquarters operations and ensures overall coordination of daily administrative activities of the Deputy Administrator and other departmental heads as assigned. Supports Council 13 programs by overseeing office functions; gathering, synopsising, and sharing information on a program/project basis; and relaying and facilitating program information and actions. Keeps the Deputy Administrator and applicable department heads abreast of daily activities, the status of project activities, performing follow-up procedures and directing office support personnel.

Candidates must be able to handle sensitive, confidential and controversial matters on a continuing basis for management staff. Will also demonstrate professionalism, exercise independent judgment, and efficiently manage multiple tasks in a complicated work environment characterized by unpredictable situations. Work is performed with significant independence and limited review. The ability to maintain confidentiality is an essential part of this role.

JOB DUTIES AND RESPONSIBILITIES (Any one position may not include all the specific duties and responsibilities listed in this posting. Examples provide a general summary of the work required and should not be treated as a total and complete list of expected duties to be performed by employees in the classification. An expanded job description is available during the application process.)

- Actively promotes Council 13's vision for building strength and achieving growth.
- Ability to interpret and make sound, independent decisions in accordance with information derived from union policies, procedures, directives, priorities, issues and commitments made by Council 13.
- Streamlines routine administrative details for the Deputy Administrator, such as: setting up meetings, monitoring regional submissions for field operations as well as other activities, and checking documents for accuracy and conformance to policies and standards. Proactively handles all details of the Deputy Administrator's and/or other senior managers' upcoming workload.
- Oversees and maintains departmental filing systems, such as PERB filings and correspondence, sector and statewide unit files, and documents attached to special projects or campaigns.
- Uses sound judgment and knowledge of changing situations, which may be related to: adjusting and expediting travel and meeting schedules, redirecting the scope of a project; adjusting the workflow based on evolving priorities; or conveying tasks to field offices or Headquarters where appropriate.
- Provides support for virtual trainings, such as scheduling, creating meetings and invitations, confirming registrations, and sending training materials or certificates.
- Books hotel and flight reservations for select staff. Assists with larger convention, conference, or training reservations, including setting transient rates.
- Ability to establish and maintain effective working relationships with superiors, other employees, officials, union members, and the public.
- Maintains a daily "tickler" file and keeps managers aware of issues, deadlines or meetings.
- Contributes to, and administratively oversees, weekly and supplemental field updates to ensure accurate, actionable, and timely tracking of activity. Ensures reporting adheres to formatting and other guidelines and proactively seeks information by anticipating questions related to memo items.
- Develops and maintains an automated jurisdictional/organizational calendar with information about travel, meetings, activities of reporting field offices and staff, and other union activities.
- Directs, supervises and manages office clerical staff in their daily activities, directly observing their skills and coaching them to meet expectations.
- Conducts performance appraisals, establishes and monitors development, and establishes performance improvement plans when necessary.
- Composes and types routine correspondence, notices and other material; establishes and maintains filing systems. Responsible for all spelling, grammar, punctuation, and syntax for clarity of documents.
- Ensures sound recordkeeping practices are upheld within the office.
- Assists with processing incoming mail, especially with items of a sensitive nature; locates and attaches appropriate file to correspondence to be answered. Makes assignments to

field offices for action on or response to requests for reports, materials or meetings. Prepares responses independently for or with manager's review or approval.

- Edits, formats and prepares final reports and correspondence from computer-generated drafts.
- Interviews, screens and refers callers. Answers various inquiries and provides information on services and functions of the union and its various offices.
- Assists managers in personnel matters.
- May set up and maintain office and support functions at various conventions and AFSCME-sponsored meetings.
- Approves subordinates' leave requests, allocates assignments to ensure adequate clerical support, and completes work evaluations.
- Ensures office practices and procedures are documented and conform with policy.
- Coordinates with other offices to ensure adequate coverage.
- Assists in tracking, processing, and documenting leave requests.
- Acts as initial contact/reference person for the office. Reviews and answers general correspondence for the Deputy Administrator and makes necessary decisions required to ensure timely accomplishment of the Council's objectives and projects as required.
- Reviews internal processes for ways to better achieve work objectives and makes recommendations upon request.
- Provides administrative support around property management as needed.
- Performs other duties as assigned.

Required Qualifications:

To perform the Administrative Assistant position successfully, the incumbent needs seasoned proficiency in the following areas:

- Knowledge of labor unions and their operations.
- High level of interpersonal skills to explain and persuade on complicated processes or in providing rationales on programmatic matters.
- Advanced knowledge of modern office practices, procedures, and methods.
- Advanced skill in the use of Microsoft Word, Excel, Access, PowerPoint and database software.
- Proven work experience as a high-level or executive assistant or relevant work experience.
- Excellent organizational skills, with an ability to prioritize important projects.
- Demonstrated ability to work with top-level executives discreetly and handle sensitive, confidential matters with the utmost professionalism.
- Mastery of grammar, spelling, and punctuation at a level equivalent of that used in writing and for adjusting and proofing written materials.
- Ability to self-direct and effectively organize and carry out assignments with limited supervision.
- Ability to maintain complex clerical records and prepare accurate reports from such records.
- Ability to understand and quickly and accurately follow written and oral instructions.
- Ability to compose correspondence using correct grammar, syntax and business formats.

- Ability to type 65 words per minute.
- Ability to make independent determinations on the best possible resolution(s) to problems.
- Ability to communicate effectively both orally and in writing.
- Ability to effectively organize and exhibit leadership capabilities.
- Ability to develop and use a confidential filing and retrieval system.

Desired Qualifications:

- Prior employment in the labor movement.
- Experience developing and maintaining administrative office processes, procedures, reports, and filing systems.
- Willingness to work long and irregular hours, including nights and weekends as needed.
- Skill in taking and transcribing notes of dictation by recording information and transferring into proper final record.

Direction and Decision Making

This position reports to the Deputy Administrator or designee. Direct supervision may come from other managers and senior staff (ex. the regional director, the regional director's administrative assistant, etc.).

Education and Experience

Graduation from high school and extensive knowledge of office management, secretarial skills; or any equivalent combination of education and experience which would be acquired through the completion of an associate's degree and five to seven years' related experience as an executive or senior office supervisory support person working in a confidential environment.

Physical Requirements (as required by ADA)

Work is performed in an office environment. Occasional driving, travel, overnight stays, and extended work hours, including evenings and weekends, may be required. Valid driver's license required.

Benefits

- Health insurance for employee and family, including medical, prescription drug, vision, dental and hearing (employee contributes percentage of salary)
- Defined Benefit Pension Plan (jointly paid)
- Voluntary Deferred Compensation 401(k) Savings Plan with employer match
- Employer-paid life insurance and accidental death benefits
- 3 weeks earned vacation per year (after one year of service)
- 1 ½ days earned sick leave per month (accrued)
- 12 paid holidays per year
- Paid holiday release between Christmas and New Year's Day