



## Career Service Authority

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# Administrative Support Assistant I

### GENERAL STATEMENT OF CLASS DUTIES

Performs a variety of entry level office support work.

### DISTINGUISHING CHARACTERISTICS

This is the first class of a seven level series. This class performs a variety of entry performance level office support duties. This class is distinguished from an Administrative Support Assistant II which performs a variety of standard/intermediate performance level office support duties.

#### ***Guidelines, Difficulty and Decision Making Level:***

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

#### ***Level of Supervision Received and Quality Review:***

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

No supervisory responsibilities.

## ESSENTIAL DUTIES

Assembles and labels information for filing and adds, retrieves, and removes information from files and records.

Utilizes a computer to input and access routine information.

Greets visitors, answers telephones, routes callers, takes messages, provides routine information, and refers problems to the appropriate person(s) for resolution.

Receives, sorts, and delivers mail and other items.

Compiles data and copies information or data from one form to another.

Distributes and/or delivers forms and other materials, operates a variety of office equipment, and makes copies.

Operates office equipment.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Integrity/Honesty** - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

**Conscientiousness** - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Reading** - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

**Listening** - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Speaking** - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

**Memory** - Recalls information that has been presented previously.

Skill in performing basic office duties.

Skill in utilizing the computer to complete basic tasks.

**Physical Demands:**

Sitting: remaining in the normal seated position.  
Handling: seizing, holding, grasping, or otherwise working with hand(s).  
Fingering: picking, pinching, or otherwise working with fingers.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Near Acuity: ability to see clearly at 20 inches or less.  
Depth Perception: ability to judge distances and space relationships.  
Field of Vision: ability to see peripherally.  
Accommodation: ability to adjust vision to bring objects into focus.  
Color Vision: ability to distinguish and identify different colors.

**Education Requirement:**

Graduation from high school or the possession of a GED Certificate is desirable.

**Experience Requirement:**

None.

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt

**ESTABLISHED DATE:** 09/01/2000

**REVISED DATE:** 12/16/2004

**REVISED BY:** Patricia Anderson

**CLASS HISTORY** Established: 09/01/00, Specialist Team. JA/JE titles consolidated into this title: Clerk/Typist, Election Clerk, File Clerk, Mail Clerk, Membership Telemarketer, Microform Clerk, and Staff Support Services Clerk. 12/16/2004 added the statement "Performs other related duties as assigned" under the Essential Duties section.