



Career Service Authority

Page 1 of 4

Administrative Support Assistant II

GENERAL STATEMENT OF CLASS DUTIES

Performs a variety of standard/intermediate performance level office support work.

DISTINGUISHING CHARACTERISTICS

This is the second class of a seven level series. This class performs a variety of standard/intermediate performance level office support duties. This class is distinguished from an Administrative Support Assistant I which performs a variety of entry level office support duties. This class is distinguished from an Administrative Support Assistant III which performs a variety of full 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 normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

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

Reviews and verifies completeness and accuracy of documents, forms, and other information and identifies and corrects errors according to established procedures.

Utilizes a computer to edit, compile, input, and retrieve files and/or databases to prepare a variety of letters, memorandum, and reports, and to complete forms or templates.

Greets visitors, answers, screens, and routes telephone calls, takes messages, and provides routine information to employees or the public.

Compiles, computes, and generates data for routine business reports as instructed.

Receives, records, and disburses sums of money including petty cash.

Opens and distributes mail and delivers documents, correspondence, and other materials.

Prepares vouchers and invoices for accounts payable.

Maintains inventory records and orders office supplies as needed.

Maintains files or record systems, updates and purges files according to procedures, and categorizes information for filing.

Prepares a variety of letters, memorandum, and reports on a word processor.

Distributes appropriate forms, provides information and assistance about available services, and addresses recurring problems within a defined scope.

Operates a variety of office equipment.

By position, dispatches non-emergency vehicles.

Performs other related duties as assigned.

.....
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.
.....

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.

Arithmetic/Mathematical Reasoning - Performs computations such as addition, subtraction, multiplication, and division correctly.

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.

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility - Adapts quickly to changes.

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.

Customer Service - Works and communicates with clients and customers to satisfy their expectations and is committed to quality services.

Knowledge of office practices and procedures sufficient to be able to perform standard office support duties.

Skill in utilizing a computer to complete standard, repetitive tasks.

Skill in checking information for accuracy, completeness, and adherence to requirements.

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.

Working Environment:

Subject to many interruptions.

Education Requirement:

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

Experience Requirement:

One year of clerical experience.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted to meet the minimum requirements.

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: Animal Control Dispatcher, Cashier, Circulation Clerk, Circulation/Security Clerk, Clinic Clerk, Data Entry Clerk, Emergency Department Clerk, Hospital Admissions Clerk, Library Clerk, Medical File Support Clerk, Processing Clerk, Public Works Dispatcher, Retail Associate, Senior Processing Clerk, Specialty Clerk, Support Services Clerk, Switchboard Operator/Receptionist, and Ward Clerk. 12/16/2004 added the statement "Performs other related duties as assigned" under the Essential Duties section.