



## Career Service Authority

Page 1 of 5

### Administrative Support Assistant III

#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs a variety of full performance level office support work.

#### **DISTINGUISHING CHARACTERISTICS**

This is the third class of a seven level series. This class performs a variety of full performance office support duties. This class is distinguished from an Administrative Support Assistant II which performs a variety of standard/intermediate level office support duties. This class is distinguished from an Administrative Support Assistant IV which performs specialized and/or technical office support duties that require detailed knowledge of the specialized/technical area.

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

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

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

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

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

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgement are required within the parameters of the job function.

***Level of Supervision Exercised:***

By assignment, performs some elements of lead work.

**ESSENTIAL DUTIES**

Examines and evaluates a variety of information to determine correctness, completeness, and adherence with requirements and verifies and corrects information.

Utilizes a computer to input information/data and to create, edit, compile, manipulate, and retrieve files and/or databases and creates reports.

Operates word processing equipment to create, format, print, and revise letters, memos, reports, forms, labels, and other printed materials.

Prepares vouchers and invoices for accounts payable and/or receivables.

Processes invoices and requisitions.

Monitors and tracks the budget and prepares budget documents.

Computes payroll by reviewing time cards to compute base, differentials, and/or overtime pay and maintains personnel files and leave accounting information.

Provides the public with general and/or explanatory information, explains and clarifies rules, processes, and procedures, answers questions, and resolves a variety of problems within a defined scope.

Compiles information and generates reports and/or organizes information into tables, charts, or graphs.

Provides input for improvements in filing systems to accommodate needs.

Prepares and processes a variety of documents according to guidelines.

Orders supplies and materials, prepares purchase requisitions, and maintains inventory records.

Operates a variety of office equipment.

By position, maintains staff calendars, arranges meetings, prepares minutes, and makes travel and lodging arrangements.

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 using whole numbers, fractions, decimals, percentages, and formulas.

**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.

**Reasoning** - Discovers or selects rules, principles, or relationships between facts and other information.

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

**Self Management** - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Knowledge of standard office practices and procedures sufficient to be able to process various types of paper work associated with office support duties.

Skill in utilizing computer software to accomplish a variety of tasks.

Skill in the application of existing guidelines to a variety of work situations.

***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.

***Experience Requirement:***

Two years 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:*** 9/1/2000  
***REVISED DATE:*** 12/16/2004  
***REVISED BY:*** Patricia Anderson

***CLASS HISTORY***

Established: 09/01/00, Specialist Team. JA/JE titles consolidated into this title: Applicant Processing Clerk, Certification Clerk, City Cashier, Customer Service Clerk, Document Processing Clerk, Eligibility Clerk, Health Program Field Interviewer, Health Unit Coordinator, Landside Operations Technician, Patient Accounts Clerk, Payroll and Personnel Clerk, Personnel Specialty Clerk, Records Imaging Technician, Secretarial Support to the Mayor, Secretary, Selection Assistant, Senior Data Entry Clerk, Senior Library Clerk, Senior Support Services Clerk, Word Processing Clerk. 12/16/2004 added the statement "Performs other related duties as assigned" under the Essential Duties section.