



## Career Service Authority

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# Administrative Support Assistant IV

### GENERAL STATEMENT OF CLASS DUTIES

Performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area.

### DISTINGUISHING CHARACTERISTICS

This is the fourth class of a seven level series. This class performs specialized and/or technical office support work. This class is distinguished from the Administrative Support Assistant V class that performs permanently assigned lead work in office support duties on a different shift or in a different location from the work unit supervisor or in a work unit where the first line supervisor's span of control is ten or more employees and performs the job responsibilities of the work unit or function. The Administrative Support Assistant IV class is distinguished from the Supervisor of Administrative Support I class that performs supervisory duties over employees who perform office support work and establishes unit and staff work goals and objectives. Additionally, the Administrative Support Assistant IV class is distinguished from the Administrative Support Assistant III class that performs a variety of full performance level office support work.

#### Definition of Specialized/Technical Office Support Work:

Possess a detailed working knowledge of complex procedures, regulatory guidelines, codes, ordinances, and/or other technical/legal requirements. Requires a comprehensive knowledge of office practices and procedures and a specialized knowledge of the policies, procedures, and practices applicable to the assigned area. Interprets and applies regulatory guidelines, laws, and/or procedures to specific situations. Considerable independent judgment is required to determine and evaluate facts and make decisions without the benefit of direct guidance or supervisory review where the cost of correcting errors could be substantial in either time or money. Responds to sensitive inquiries and problems related to the specialized/technical area and resolves problems by making reliable decisions.

#### ***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, and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

By position, performs lead work.

**ESSENTIAL DUTIES**

Interprets, applies, and explains regulations, policies, standards, and/or procedures to internal/external customers based on extensive knowledge of a specialized area within a defined scope.

Reviews and evaluates forms, applications, computations, documents, and/or other information to determine accuracy, completeness, acceptability, or compliance based on extensive knowledge of a specialized area or legal requirements.

Determines and evaluates facts and makes decisions without the benefit of direct guidance or supervisory review where the cost of correcting errors could be substantial in either time or money.

Prepares and processes documents and other forms in accordance with legal precedents or other specialized/technical procedures.

Recommends improvements or solutions to problems within a range of specified, acceptable, and/or standard alternatives and technical practices.

Provides specialized information, identifies problems within a defined scope and has the authority to resolve discrepancies, and follows up on requests or complaints.

Responds to sensitive inquiries and problems related to the specialized/technical area and resolves problems by making reliable decisions.

Examines, checks, and approves/rejects information and determines appropriate services within a defined scope.

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, Knowledge, & 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, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Oral Communication** – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

**Problem Solving** – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**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.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

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

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Customer Service** – Works and communicates with clients and customers to satisfy their expectations and 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.

**Technical Competence** – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

**Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

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.

Knowledge of policies, procedures, rules, and laws relative to the specialized area.

***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:***

Three years of full performance office support/clerical work (type and level of an Administrative Support Assistant III).

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for the minimum experience requirement.

***Licensure and/or Certification:***

By position, may require a valid driver's license.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

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

***ESTABLISHED BY:***

***REVISED DATE:*** 1/18/2009

***REVISED BY:*** Patricia Anderson

***CLASS HISTORY***

09/01/00 - Established by Clerical Consolidation Team. JA/JE titles consolidated into this title: Abstract Clerk, Accounting Clerk, Administrative Review Technician, Auto Title Clerk, City Payroll Technician, Collection Agent, Database Technician, Election Coordinator, Intake Technician, Lead Circulation Clerk, Payroll and Personnel Technician, Payroll Technician, Personnel Records Technician, Police District Support Technician, Senior Patient Accounts Clerk, Tax Payment Technician, Technical Services Clerk, and Wastewater Customer Service Account Technician.

12/16/2004 added the statement "Performs other related duties as assigned" under the Essential Duties section.

1/18/2009– Administrative Support Assistant IV Study was conducted. The class specification updated and revised. The Definition of Specialized/Technical Office Support Work was added under the Distinguishing Characteristics Section.