



Career Service Authority

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Administrative Support Assistant V

GENERAL STATEMENT OF CLASS DUTIES

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.

DISTINGUISHING CHARACTERISTICS

This is the fifth class of a seven level series. 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. This class is distinguished from the Administrative Support Assistant IV which performs specialized and/or technical office support duties. This class is distinguished from a Supervisor of Administrative Support I which performs first line supervision over clerical employees.

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:

Performs permanently assigned lead work 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.

ESSENTIAL DUTIES

Develops or modifies work plans, methods, and procedures, determines work priorities, and assists in developing work schedules in order to provide adequate staff coverage.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations of the work area and recommends consistent standards for problem resolution.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

Responds orally to informal employee grievances and provides information to the supervisor.

Documents situations which may be cause for disciplinary action and provides information to the supervisor.

Performs the job responsibilities of the work unit or function, evaluates and applies job related information, and acts as a resource.

Accesses information to resolve problems, follows up on requests and complaints, and addresses a variety of problems unresolved at lower levels.

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

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.

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.

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.

Teaches Others - Helps others learn, identifies training needs, provides constructive reinforcement, coaches others on how to perform tasks, and acts as a mentor.

Leadership - Interacts with others to influence, motivate, and challenge them.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of lead work functions.

Knowledge of the specific work area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

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 recognizing non-standard situations and preparing recommendations for problem resolution.

Skill in utilizing computer software to accomplish a variety of 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.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Three years of clerical experience which must include two years of experience at the level of Administrative Support Assistant III.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted to meet the minimum requirements except for the two years of experience at the level of Administrative Support Assistant III.

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 title consolidated into this title: Clerical Lead Worker. 12/16/2004 added the statement "Performs other related duties as assigned" under the Essential Duties section.