



Career Service Authority

Operations Assistant

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GENERAL STATEMENT OF CLASS DUTIES

Performs paraprofessional operational duties that serve the needs of the business unit, evaluates operational practices, and makes recommendations for improvements.

DISTINGUISHING CHARACTERISTICS

This class performs paraprofessional operational duties that serve the needs of the business unit. The Operations Assistant is distinguished from an Administrative Support Assistant IV that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area. The Operations Assistant class is also distinguished from the Staff Assistant class that performs paraprofessional level work to execute components of a specific administrative function(s) in the operations of an organization.

Operations Assistants participate in the operations of a department/agency to achieve its business objectives. Employees have an advanced knowledge of the business unit, policies, procedures, and applicable federal, state, and/or local guidelines. Whereas, a Staff Assistant is responsible for components of administrative functions that are typically performed by an administrator or professional level class that have been delegated by the manager to support an operational or functional area(s).

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

Researches and analyzes a variety of operational issues, collects data from various sources, evaluates data, and prepares reports and presents preliminary recommendations to supervisor or manager.

Evaluates and monitors new or existing procedures for effectiveness, outlines needed changes for improvements, and assists in the implementation of new and revised methods, procedures, or systems.

Acts as a liaison by providing technical support and customer service to staff members, other city department/agencies, and the public while maintaining a working knowledge of relevant laws, regulations, policies, and procedures related to the operational area.

Maintains the official records retention schedule to facilitate records storage and retrieval and provides training to staff members in order to ensure compliance with records retention policies and procedures and to explain newly developed or revised records management procedures.

Assists in determining if new equipment is needed, purchases equipment and operating supplies, contacts vendors to resolve discrepancies, and monitors expenditures.

Participates in developing, revising, and updating instructional materials, manuals, and websites.

Trains employees on new procedures and other areas that are specific to the work area.

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, Knowledge, & Skills:

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

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information including technical material that is appropriate for the intended audience.

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

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

Customer Service - Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

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

Integrity/Honesty - Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Organizational Awareness – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

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.

Information Management – Identifies a need for and knows where and how to gather information and organizes and maintains information or information management systems.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hands.

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 Visual Acuity: ability to see clearly at 20 inches or less.

Working Environment:

Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Three years of clerical experience at the type and level of an Administrative Support Assistant IV.

Education/Experience Equivalency:

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

Licensure and/or Certification:

By position, possession of a valid driver's license.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 08/22/2010

REVISED BY: Patricia Anderson

CLASS HISTORY 08/2010 - This class specification has been revised and update based on a study of all Agency Support Technician positions. Additionally, the class title was changed from Agency Support Technician to Operations Assistant.