



**DENVER**  
THE MILE HIGH CITY

**Career Service Authority**  
Denver's Human Resource Agency

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## JOB SPECIFICATION UPDATE

TO: All agencies citywide  
FROM: Alena Martinez  
DATE: July 22, 2009  
SUBJECT: New and/or revised Job Specifications

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Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

### **New and Revised Job Specifications**

Agency Support Technician  
Rev. 07/26/2009

Animal Control Investigator  
Rev. 07/19/2009

Animal Control Investigator Supervisor  
Rev. 07/19/2009

Staff Assistant  
Rev. 07/26/2009

### **Job Specifications to be Removed**

Agency Support Technician  
Est. 09/16/1995

Animal Control Investigator  
Rev. 03/01/2009

Animal Control Investigator Supervisor  
Rev. 03/01/2009

Staff Assistant  
Rev. 12/16/2003



# Career Service Authority

## Agency Support Technician

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### GENERAL STATEMENT OF CLASS DUTIES

Provides technical operational support to the operations of an organization.

### DISTINGUISHING CHARACTERISTICS

The Agency Support Technician class is distinguished from Administrative Support Assistant IV that provides specialized or technical office support. The Agency Support Technician class performs technical work that supports the operations of an organization. Agency Support Technician is also distinguished from the Staff Assistant class which performs paraprofessional level work to execute specific administrative functions that support the operations of an organization.

The Agency Support Technician class is also distinguished by the following factors:

#### ***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 leadwork.

**ESSENTIAL DUTIES**

Researches, compiles, and analyzes statistical reports, audits, and other reports.

Performs internal audits for a work unit or section and develops the procedures to accomplish this task.

Monitors and evaluates the effectiveness of existing methods and procedures and makes recommendations for modification or implementation of new procedures.

Analyzes office equipment needs, prepares justification for purchase of office equipment, and maintains inventory records.

Develops and updates various training manuals for agency or departmental use.

Trains employees on new procedures and provides feedback regarding the employee's progress.

Furnishes the public with information, advice, and/or resolution of problems.  
Knowledge of office procedures sufficient to be able to provide information and act as a resource.

By position, provides secretarial support.

Performs other related duties as assigned or requested.

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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.

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

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts graphs or tables; applies what is learned from written material to specific situations; learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation and spelling.

**Conscientiousness** – Takes on added responsibilities when requested; completes multiple work assignments on time; learns new skills to enhance own work and teachers others.

**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.

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

**Listening** – Listens to moderately complex or detailed information to acquire a working knowledge about a topic or assignment; responds appropriately.

**Speaking** – Explains general information of moderate difficulty to individuals or small groups both in one-way communication and with significant exchange of information.

**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.

**Self Management** – Sets general goals and priorities for own work; carries out several assignments simultaneously; completes assigned work on time.

**Flexibility** – Rearranges a moderate amount of work priorities to accommodate occasional and temporary changes in the office or in project resources or goals.

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

**Memory** – Recalls information that has been presented previously.

**Teamwork** – Performs routine tasks to assist coworkers in the immediate work area; follows instructions to complete assignments.

Knowledge of mathematics sufficient to be able to perform a variety of calculations.

Knowledge of budget documents sufficient to be able to monitor expenditures.

Knowledge of office procedures sufficient to be able to provide information and act as a resource.

Knowledge of interviewing techniques sufficient to be able to obtain pertinent facts relative to the work assignment.

Skill in researching, compiling and analyzing reports and data.

Skill in recognizing non standardized situations and preparing recommendations for problem resolution.

Skill in the interpretation and application of written guidelines, precedents, and work practices to standardized work situations or specific cases.

Skill in evaluating the effectiveness of existing methods and procedures and making recommendations for modification or improvement.

**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.

**Education/Experience Equivalency:**

Additional appropriate education may be substituted for 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  
**ESTABLISHED BY:** Unknown  
**REVISED DATE:** 07/26/2009  
**REVISED BY:** Patricia Anderson, Unknown date  
Paul Wiberg, 07/2009

***CLASS HISTORY:***

07/2009 - class specification was put into a new format; the General Statement of Class Duties was revised; a Distinguishing Characteristics narrative and competency statements were added.



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Animal Control Investigator

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

Receives, dispatches, and responds to complaints regarding inappropriate animal behavior, enforces rabies vaccination, licensing and dog leash laws; performs euthanasia. Collects, impounds and cares for animals. .

### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from the Animal Control Investigator Supervisor which supervises the work of Animal Control Investigators. The Animal Control Investigator is distinguished from the Animal Care Attendant which performs caretaking work for animals in custody of the Denver Municipal Animal Shelter (DMAS). The Animal Control Investigator is also distinguished from the Business License Inspector which monitors and enforces compliance to state statutes, municipal ordinance, rules and regulations relating to businesses and licensing.

#### ***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.

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 close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

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

Contacts with the public or employees where factual information relative to the organization or its functions are received relayed, or a service rendered according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

None.

## ESSENTIAL DUTIES

Receives, dispatches, and responds to complaints about inappropriate animal behavior, enforces rabies vaccination, licensing and dog leash laws; performs euthanasia. Collects, impounds and cares for animals.

Apprehends and impounds stray animals and unvaccinated, unlicensed or unleashed dogs.

Assists in the care and feeding of impounded animals. Dispenses medication to animals as prescribed.

Restrains animals for vaccinations and euthanasia and performs euthanize.

Issues legal summonses to leash law violators and owners of unvaccinated and unlicensed dogs.

Testifies in court on violations regarding issuance of legal summonses to leash law violators.

Investigates reported dog bite incidents. Quarantines dogs are required.

Maintains accurate and complete daily log of all related activities such as calls received for each shift, impoundment, and disposition of animals and prepares reports.

Operates vehicle and two-way radio in performance of duties.

Cleans and makes minor repairs to facilities and equipment 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 and understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, is trustworthy.

**Speaking** – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations, uses body language appropriately.

**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.

**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.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others, relates well to different people from varied backgrounds and different situation.

**Memory** – Recalls information that has been presented before.

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

**Self-Esteem** – Believes in own self-worth, maintains a positive view of self, and displays a professional image.

**Conscientiousness** – Displays a high level of effort and commitment towards performing work, demonstrates responsible behavior.

**Flexibility** – Adapts quickly to changes.

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

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

**Manages & Organizes Information** – Identifies a need, gathers, organizes, and maintains information, determines its importance and accuracy, and communicates it by a variety of methods.

**Technical Competence** – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on the job experience.

**Reading** - Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuations, and spelling.

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

Skill in utilizing a variety of dispatch and office communications equipment.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of rules, regulations, and ordinances sufficient to be able to testify on behalf of the agency.

Knowledge of toxins and pollutants common to air pollution sufficient to be able to investigate complaints.

### ***Physical Demands:***

Walking: moving about on foot

Lifting: raising or lowering an object from one level to another.

Stooping: bending the body by bending spine at the waist.

Fingering: picking, pinching, or otherwise working with fingers.

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.

Lifting: Raising or lowering an object 25-50 pounds.

**Working Environment:**

Extreme Cold: temperature cold enough to cause marked bodily discomfort.  
Extreme Heat: temperature hot enough to cause marked bodily discomfort.  
Temperature Changes: variations in temperature from hot to cold.  
Wet: frequent contact with water or other liquid.  
Hazards: conditions where there is danger to life, body, and/or health.  
Handles emergency or crisis situations.  
Pressure due to multiple calls and inquiries.  
Subject to varying and unpredictable situations.

**Education Requirement:**

Graduation from high school or possession of a GED certificate desired.

**Experience Requirement:**

None.

**Education/Experience Equivalency:**

N/A.

**Licensure and/or Certification:**

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt  
**ESTABLISHED DATE:** 09/16/1995  
**ESTABLISHED BY:** Anderson Calvin Moore  
**REVISED DATE:** 07/19/2009  
**REVISED BY:** Hameed Pousti

**CLASS HISTORY**  
09/1995 – Class was originally created.  
03/2009 – Class spec was updated and placed in to new format.  
07/2009 – Class spec was modified to include the dispatching duties.



## Career Service Authority

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# Animal Control Investigator Supervisor

### GENERAL STATEMENT OF CLASS DUTIES

Supervises the work of Animal Control Investigators performing receiving/dispatching/responding to complaints regarding inappropriate animal behavior, enforces rabies vaccination, licensing and dog leash laws; performs euthanasia. Collects, impounds and cares for animals.

### DISTINGUISHING CHARACTERISTICS

This class performs tactical (hands on) functions and is distinguished from the Animal Control Investigator by the element of supervision. This class is distinguished from the Animal Care Supervisor which supervises/works as an Animal Care Attendant performing animal care duties assuring a high quality-level of animal care including, monitoring adequate/timely feeding of animals, notes any signs of illness/behavioral concerns, checking on adequate supplies, and ensuring the safety/cleanliness of work environment is maintained as the shelter protocols for all animals. The Animal Control Investigator Supervisor is also distinguished from the Zoo Area Supervisor which supervises zookeepers/zoo commissary workers ensuring the safe care/feeding of zoo species and proper maintenance of their habitat including preparing special diets i.e. fruits/vegetables/meat/fish, cutting/ combining food stuff, etc.,

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

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

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

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

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

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more full times employees who do not supervise.

**ESSENTIAL DUTIES**

Supervises the work of Animal Control Investigators performing receiving/dispatching/responding to complaints regarding inappropriate animal behavior, enforces rabies vaccination, licensing and dog leash laws; performs euthanasia. Collects, impounds and cares for animals.

Plans, schedules, coordinate, and assign work and establish goals and priorities for subordinate employees.

Supervises the issuance of legal summonses to leash law violators and owners of unvaccinated dogs.

Testifies in court on law violations involving animals.

Maintains detailed daily reports of control activities and animal inspections.

Supervises the maintenance and repair of pound facilities and equipment.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance provides ongoing feedback regarding levels of performance and formally evaluates employees in relation to performance.

Implements safety standards and develops procedures to ensure compliance.

Implements and interprets policies and procedures developed by higher level managers or supervisors.

Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Investigates complaints of air pollution.

Initiates and recommends disciplinary action for employees as necessary.

Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary.

Plans and develops training programs and trains new employees.

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:***

**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.

**Problem Solving** – Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, distinguishes between relevant and irrelevant information to make logical judgments.

**Written Communication** – Expresses facts and ideas in writing in a succinct and organized manner.

**Leadership** – Inspires, motivates, guides others toward goals, coaches, mentors, challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

**Decisiveness** – Makes sound and well informed decisions, perceives the impact and implications of decisions, and commits to action, even in uncertain situations, in order to accomplish organizational goals, causes change.

**Flexibility** – Is open to change and new information adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, effectively deals with pressure and ambiguity.

**Interpersonal Skills** – Considers and responds appropriately to the needs, feelings and capabilities of others, adjusts approaches to suit different people and situations.

**Self Direction** – Demonstrates belief in own abilities and ideas, is self motivated and results oriented, recognizes own strengths and weaknesses, seeks feedback from others and opportunities for self learning and development.

**Human Resources Management** – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, ensures staff are properly selected, used, appraised, and developed, and are treated fairly.

**Influencing/Negotiating** – Persuades others, develops networks and coalitions, gains cooperation from others to obtain information and accomplishes goals, negotiates to find mutually acceptable solutions, build consensus through give and take.

**Team Building** – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, works with others to achieve goals.

**Creative Thinking** – Develops new insights into situations and applies innovative solutions to make organizational improvements, designs and implements new or cutting edge programs/processes.

**Technical Competence** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise, maintains credibility with others on technical matters.

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

**Vision** – Envisions a long term view and initiates organizational change for the future, builds the vision with others, spots opportunities to move the organization toward the vision.

**Planning & Evaluating** – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, anticipates potential threats or opportunities.

**Managing Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce, manages workforce diversity.

Knowledge of pound facility conditions sufficient to be able to supervise maintenance and repair of facilities and equipment.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Knowledge of toxins and pollutants common to air pollution sufficient to be able to investigate complaints.

***Physical Demands:***

Walking: moving about on foot.

Lifting: raising or lowering an object from one level to another.

Stooping: bending the body by bending spine at the waist.

Fingering: picking, pinching, or otherwise working with fingers.

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.

Lifting: Raising or lowering an object 25-50 pounds.

***Working Environment:***

Extreme Cold: temperature cold enough to cause marked bodily discomfort.

Extreme Heat: temperature hot enough to cause marked bodily discomfort.

Temperature Changes: variations in temperature from hot to cold.

Wet: frequent contact with water or other liquid.

Hazards: conditions where there is danger to life, body, and/or health.

Handles emergency or crisis situations.

Pressure due to multiple calls and inquiries.

Subject to varying and unpredictable situations.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate required.

***Experience Requirement:***

Two years of experience in the impoundment and custody of animals.

***Education/Experience Equivalency:***

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

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

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/16/1995

***ESTABLISHED BY:*** Monika S. MacRossie

***REVISED DATE:*** 07/19/2009

***REVISED BY:*** Hameed Pousti

***CLASS HISTORY*** 09/1995 - The class was originally created.  
03/2009 – Class specification was placed into new format.  
07/2009 – Class spec was updated.



## Career Service Authority

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### Staff Assistant

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

Performs paraprofessional level work to execute components of a specific administrative function(s) in the operations of an organization.

#### **DISTINGUISHING CHARACTERISTICS**

The Staff Assistant class is distinguished from The Executive Assistant classes by the nature of the work performed. Executive Assistant classes provide administrative/secretarial support to operational managers and executives. 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). The Staff Assistant class is also distinguished from the Operational Supervisor I class which has full performance supervisory responsibility that is the essential function of this class. Positions in the Staff Assistant class may be assigned supervisory responsibilities, but they are incidental and secondary to the administrative functions performed by this class. The Staff Assistant class is also distinguished from the Operations Coordinator class and the Management Analyst II class. The Operations Coordinator class performs full performance professional work coordinating operational and/or administrative programs or functions, acting as a liaison, and serving as a technical advisor. The Management Analyst II class is responsible for management analyses that constitute the essential function of this class. The Staff Assistant class is responsible for operational analysis as it relates to the specific administrative functions that are assigned to the position.

#### Definition of Administrative Function:

An administrative function is a business activity that supports the operations of an agency or department to achieve its business objectives (its reasons for existing). An administrative function may also be an operational function if it provides centralized administrative support across city government, e.g., purchasing, centralized human resources functions (recruitment, compensation, etc.), budget management and financial control.

This class is also distinguished by the following factors:

#### ***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.

***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, supervises technical and/or clerical staff.

**ESSENTIAL DUTIES**

Implements and coordinates specific administrative functions by exercising delegated decision making authority over essential elements of the function.

Evaluates operational objectives or procedures and recommends/creates modifications and/or other solutions by analyzing operational issues and/or addressing management concerns.

Recommends and offers informed opinions to management on courses of action based on specialized knowledge.

Interprets, communicates and implements agency policy and procedural changes.

Assists other staff in adapting to new policies and practices, modifications and/or other solutions.

Implements, maintains and monitors expenditure controls for the organization.

By position, participates in budget development by identifying and quantifying both ongoing and special budgetary requirements and provides justifications for requested budget items and amounts.

Performs other related duties as assigned or requested.

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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.

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

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts graphs or tables; applies what is learned from written material to specific situations; learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation and spelling.

**Conscientiousness** – Takes on added responsibilities when requested; completes multiple work assignments on time; learns new skills to enhance own work and teachers others.

**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.

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

**Listening** – Listens to moderately complex or detailed information to acquire a working knowledge about a topic or assignment; responds appropriately.

**Speaking** – Explains general information of moderate difficulty to individuals or small groups both in one-way communication and with significant exchange of information.

**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.

**Self Management** – Sets general goals and priorities for own work; carries out several assignments simultaneously; completes assigned work on time.

**Flexibility** – Rearranges a moderate amount of work priorities to accommodate occasional and temporary changes in the office or in project resources or goals.

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

**Memory** – Recalls information that has been presented previously.

**Teamwork** – Performs routine tasks to assist coworkers in the immediate work area; follows instructions to complete assignments.

Knowledge of rules, policies and procedures regarding assigned management functions sufficient to be able to administer them within an established framework.

Knowledge of budget policies and procedures sufficient to be able to assume budgetary responsibilities as required.

Knowledge of supervisory principles and practices sufficient to be able to establish priorities, assign and review work and resolve problems.

Skill in independently adapting, interpreting and applying written guidelines, precedents and standardized work practices to a variety of unprecedented and problematic situations.

Skill in analyzing current operations, policies and procedures and assisting in implementing change.

Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution and/or garner support for various programs or policies.

Skill in researching and analyzing information related to the work assignment.

Skill in identifying problematic situations related to procedures and implementing changes to correct situation.

Skill in maintaining and organizing departmental records, reports and files, including developing and maintaining databases and spreadsheets.

***Physical Demands:***

Balancing: Maintaining body equilibrium to prevent falling over.

Carrying: Transporting an object, usually by hand, arm or shoulder.

Eye/Hand/Foot Coordination: Performing work through using two or more.

Fingering: Picking, pinching or otherwise working with fingers.

Handling: Seizing, holding, grasping or otherwise working with hand(s).

Hearing: Perceiving the nature of sounds by the ear.

Vision: Ability to adjust vision to bring objects into focus.

Near acuity: Ability to see clearly at 20 inches or less.

Reaching: Extending the hand(s) and arm(s) in any direction.

Repetitive Motions: Making frequent movements with a part of the body.

Sitting: Remaining in the normal seated position.

Lifting: Raising or lowering an object of 10-25 pounds.

***Working Environment:***

Occasional pressure due to multiple calls and inquiries.

Subject to many interruptions.

***Education Requirement:***

Associate degree.

***Experience Requirement:***

Two years of experience performing specialized and/or technical office support work of the type and at the level of Administrative Support Assistant IV.

***Education/Experience Equivalency:***

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

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

None.

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 09/16/1995

**ESTABLISHED BY:** Debra K. Bartleson

**REVISED DATE:** 12/16/2003  
07/26/2009

**REVISED BY:** Paul Wiberg

**CLASS HISTORY:** 12/2003. The general statement of duties and essential duty statements were changed to clarify the Staff Assistant class concept by specifically describing work in this class as paraprofessional and clarifying levels of responsibility associated with this work rather than specifying specific administrative functions (payroll, purchasing, etc.) in which a Staff Assistant position performs. Distinguishing characteristics and competencies sections were also added. The education requirement was changed from a baccalaureate degree to an associate's degree, which is more in keeping with a paraprofessional class.

07/2009. Clarifying edits and necessary updates were made to the General Statement of Class Duties, Distinguishing Characteristics section and Essential Duties.