DENVER
THE MILE HIGH CITY

Office of Human Resources
Administrative Support Assistant IV - CC1503

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General Statement of 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 and performs the job responsibilities of the work unit or function. The Administrative Support Assistant IV class is distinguished from the Administrative Support Supervisor 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.

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.

By position, actively participate on the Department's emergency preparedness and response team(s) to support meeting the Department's public health and environmental responsibilities outlined in the City's Emergency Operations Plan.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Arithmetic - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Conscientiousness - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

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 typing.

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

Level of Supervision Exercised

By position, performs lead work.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) 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 requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

By position, requires certification or licensure related to area of work at the time of application or by the completion of probation.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

Accommodation: Ability to bring objects into focus.
Color vision: Ability to distinguish and identify different colors.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record
By position, licensure/certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-10
FLSA Code: N
Established Date: 9/21/2018
Established By: LS
Revised Date: 9/1/2025
Revised By: BM
Class History: 2/14/21 - Revised equivalency statement; 9/1/25 – Removed Default Assessment Test per TA/HRTI audit.