DENVER
THE MILE HIGH CITY

Office of Human Resources
Administrative Support Assistant II - CC1484

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General Statement of Duties

Performs a variety of standard/intermediate performance level office support work.

Distinguishing Characteristics

This is the second class of a seven level series. This class performs a variety of standard/intermediate performance level office support duties. This class is distinguished from an Administrative Support Assistant I which performs a variety of entry level office support duties. This class is distinguished from an Administrative Support Assistant III which performs a variety of full performance level office support duties.

Essential Duties

Reviews and verifies completeness and accuracy of documents, forms, and other information and identifies and corrects errors according to established procedures.

Utilizes a computer to edit, compile, input, and retrieve files and/or databases to prepare a variety of letters, memorandum, and reports, and to complete forms or templates.

Greets visitors, answers, screens, and routes telephone calls, takes messages, and provides routine information to employees or the public.

Compiles, computes, and generates data for routine business reports as instructed.

Receives, records, and disburses sums of money including petty cash.

Opens and distributes mail and delivers documents, correspondence, and other materials.

Prepares vouchers and invoices for accounts payable.

Maintains inventory records and orders office supplies as needed.

Maintains files or record systems, updates and purges files according to procedures, and categorizes information for filing.

Prepares a variety of letters, memorandum, and reports on a word processor.

Distributes appropriate forms, provides information and assistance about available services, and addresses recurring problems within a defined scope.

Operates a variety of office equipment.

By position, dispatches non-emergency vehicles.

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

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

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.

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.

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.

Knowledge & Skills

Knowledge of office practices and procedures sufficient to be able to perform standard office support duties.

Skill in typing.

Skill in utilizing a computer to complete standard, repetitive tasks.

Level of Supervision Exercised

None

Education Requirement

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

Experience Requirement

One (1) year of clerical experience.

Education & Experience Equivalency

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

Licensure & Certification

None

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

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-08
FLSA Code: N
Established Date: 9/21/2018
Established By: LS
Revised Date: 9/1/2025
Revised By: BM
Class History: 2/14/2021 – Revised equivalency statement; 1/1/2023 – Pay grade revised due to minimum wage increase; 1/1/24 - Pay grade revised due to annual market analysis; 9/1/25 – Removed Default Assessment Test per TA/HRTI audit.