

ADMINISTRATIVE SUPPORT SPECIALIST

General Statement of Duties

Performs a variety of responsible administrative support and office duties at a journey level requiring considerable knowledge of departmental rules, regulations, goals and services.

Distinguishing Features of the Class

An employee in this class performs a variety of administrative support, records processing, data entry, and related office duties. The range of work extends from routine to advanced journey in complexity but is generally considered journey level. Work includes greeting the public and answering questions and giving information, relaying information, typing or data entry work, and creating and maintaining accurate files and records. The employee is expected to have a good understanding of the work unit and/or the City and its services to respond to inquiries, including technical knowledge about departmental or City processes, policies, and procedures. Duties require tact and some independence of action particularly when encountering sensitive or confidential matters. Work typically follows established procedures; precedent setting situations are referred to others. Specific oral and/or written instructions are available to apply to most work situations. Work includes the use of modern office technology including word processing, data base, spreadsheet and other software. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

Duties and Responsibilities

Essential Duties and Tasks

Answers telephone and greets visitors; directs calls or visitors and gives program and department information based on types of request; selects appropriate materials to answer questions and provide assistance.

Receives, screens and distributes mail, documents and other materials according to general knowledge of the work unit's operations and key personnel.

Assists the public with understanding departmental and City's policies and procedures or laws as they relate to the services being provided by the unit; explains reasons for denying a request; refers to others who may make exceptions.

Researches information through files, records, resources and electronic media.

Schedules rooms, meetings, trips, etc. and may maintain calendars for program staff or department head.

Reviews and verifies records and reports to ensure that information is provided and correct.

Prepares a wide variety of documents including correspondence, reports, memoranda, etc. from hand written notes or verbal instructions; copies, collates, binds, faxes, emails, and distributes information in various formats.

Compiles information using standardized forms and standing instructions; prepares forms and formats for more efficient operations.

Proofreads materials for typographical or spelling errors.

Creates records by posting general program activity on established forms, files, computer databases, spread sheets, etc.

Processes accounting, purchasing and budgetary materials for the department including monthly financial reports and reconciliations; orders supplies and materials and may serve as the primary contact with the Finance Department; may collect fees and provide receipts.

May coordinate or assist with the work of others.

May produce and send bills for services provided by the department.

May review and verify employee time sheets.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable Knowledge of business English, mathematics and legal formats and terms.

Considerable Knowledge of modern office procedures and related office information technology equipment, software, and peripherals.

Knowledge of City ordinances related to area of assignment and the organization's personnel and purchasing procedures.

Skill in the use of the typewriter and information technology equipment.

Ability to work independently on responsible administrative support tasks, some of which may be confidential or sensitive; ability to independently prepare meeting agendas and confidential correspondence.

Ability to keep fiscal and statistical records, ledgers and files and provide information correctly and concisely, orally and in writing.

Ability to type, transcribe and take dictation, if the job requires it, at the required speed and skill.

Ability to schedule appointments and meetings and establish schedules based on specific oral or written instructions.

Ability to establish and maintain effective working relationships with other employees and the general public.

Physical Requirements

Must be able to physically perform the basic life operational functions of standing, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to prepare figures and data, operate a computer, proof work, and do extensive reading.

Desirable Training and Experience

Graduation from high school supplemented by business courses and some administrative support experience; or an equivalent combination of education and experience.