

**TITLE:** ADMINISTRATIVE SUPPORT ASSISTANT I

**CODE:** 10196

**DEFINITION**

This is introductory level office support work involving a variety of tasks and work methods.

Employees in this class initially perform office duties of a routine nature, however, as the employee becomes familiar with particular procedures, the variety of tasks, the level of difficulty and the level of independence of the employee increases. Certain positions in the class may require typing and/or transcription skills. Certain positions in this class may also exercise supervision over employees with highly repetitive tasks (e.g. Clerical Aides, Laborers etc.). Work may also involve the operation of a variety of office equipment. Specific instructions are given at the beginning of work and accompany new and unfamiliar assignments. Work is generally reviewed by a supervisor to determine compliance with established procedure and is checked or verified upon completion.

**EXAMPLES OF WORK PERFORMED** (Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)

*Mail.* Receives, opens, sorts, and distributes mail and other correspondence.

*Supplies.* Determines the need for and prepares requisitions and material receipts for supplies and equipment

*Filing.* Maintains and records movement of files, file materials, manuals and other publications; sorts and files correspondence, reports, records and other documents by established categories.

*Receptionist.* Acts as receptionist and directs the public to proper offices; screens telephone calls; gives non-technical information and explains rules and procedures; receives and resolves routine complaints; arranges appointments, answers routine inquiries and refers matters which cannot be personally handled to proper sources.

*Written Composition.* Composes and types routine narratives, form letters and other simple reports and prepares rough drafts; types letters, tables, reports, forms, memoranda, and other materials from copy, rough drafts, and detailed instructions; assists in the preparation of forms and statements; takes notes of meetings, conferences and proceedings and transcribes them **for** review; transcribes correspondence and other materials; proofreads material for accuracy.

*Equipment.* Operates computer video terminal, word processing equipment, calculating machine, posting machine, sorter, postage meter machine, reproduction machines, typewriter, and other office machines to enter data, inquire for information, perform typing duties and perform routine office operations.

*Document Processing.* Sorts, posts, processes and checks for completeness, accuracy, and proper coding of forms, correspondence, vouchers, invoices, accounting and financial records and statistical information according to standard procedures and ensuring compliance with applicable rules and regulations.

*Records.* Maintains attendance, personnel, time, payroll, inventory, accounting, financial, cost and other operating records using established guidelines; maintains confidential records and/or documents; coordinates with departmental representatives in collecting and disseminating information.

Performs other duties as assigned.

## REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Some knowledge of office practices and procedures.

Some knowledge of the operation of standard office equipment

Working knowledge of business English, spelling and arithmetic.

Skill may be required in using transcription equipment and in the operation of a computer keyboard or typewriter.

Skill may be required in **speedwriting** or shorthand to take dictation.

Ability to understand and follow oral and written instructions which increase in complexity as the employee progresses.

Ability to learn assigned tasks readily and to progress into making minor decisions in accordance with laws, regulations and policies and to apply these to work problems.

Ability to make arithmetical computations and tabulations accurately and with reasonable speed.

Ability to **learn** how to maintain departmental records and prepare reports.

Ability to learn how to compose routine letters and memoranda.

Ability to communicate orally in an effective manner.

QUALIFICATIONS (The following qualifications are provided in order to identify **compensable** factors. Minimum qualifications utilized for selection purposes will be determined as part of an examination job analysis process.)

Any combination of training and experience equivalent to:

Graduation from a standard senior high school, preferably supplemented by courses in business practice and/or typing and transcription.

APPROVED: 10-26-95