ASHEVILLE, NORTH CAROLINA

Classification Specification

Administrative Assistant I
Job Code: 9975
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide routine administrative support for an assigned division or department.

Distinguishing Characteristics:

This is the entry level in the Administrative Assistant series. Work is of a routine nature and requires limited knowledge of departmental operations.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Processes a variety of documentation associated with department/division operations within designated timeframes and per established procedures; receives, reviews, records, types, and/or distributes documentation; enters data into computer systems; logs, tracks, or maintains records regarding department activities; compiles data for further processing or for use in preparation of department reports; and files, maintains, and stores hardcopy records.

Performs customer service functions: provides routine information/assistance regarding department/division services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; responds to routine questions or complaints; researches problems/complaints; and initiates problem resolution.

Performs data entry functions by keying data into computer system; enters, retrieves, reviews, or modifies data in computer database; scans documents into computer; verifies accuracy of entered data and makes corrections; indexes documents; and develops databases and computerized reports.

Receives moneys in payment of various fees/services; records transactions and issues receipts; balances cash drawer; and forwards revenues as appropriate.

Processes incoming/outgoing mail: sorts, organizes, opens, and/or distributes incoming mail; signs for incoming mail/packages and delivers to appropriate personnel; processes outgoing mail through postage machine; and processes bulk mailing projects.

Operates fax machine to send/receive documentation: transmits faxes on behalf of department/division staff; distributes/delivers incoming faxes to appropriate personnel; and replenishes paper supply in fax machine as needed.

Performs related clerical support: types and sends email messages and screens incoming email messages; and copies and distributes forms, reports, correspondence, and other documentation.

Communicates with supervisor, other City employees, contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required; supplemented by one year of experience in customer service, clerical work, or administrative support; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.