

ADMINISTRATIVE SUPPORT ASSISTANT I
Labor Grade: 63 Exemption Status: Full-Time / Non-Exempt

Primary Purpose of Position

Performs a variety of clerical, secretarial, or support duties in an office requiring an understanding of the unit's services, and independence and program knowledge in the performance of special assignments relating to the office.

Distinguishing Features of the Class

Employees in this class perform a variety of clerical and administrative support duties. Work generally requires that employees handle day-to-day activities such as information processing and referral. Clerical duties are distinguished by the variety, complexity, and independence of action. Work requires self-initiative in activities. Unusual situations may be referred to others for guidance. General knowledge of the County, assigned department, and related functions are needed. Guides may include a variety of written manuals and instructions, as well as oral instructions. Some judgment is required in selecting and applying the appropriate guide; deviations from established procedures are referred to others. Work is performed under the supervision of the Department Head or other higher-level supervisor and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks

Serves as secretary and clerical support to department heads and other management or professional levels; screens calls and inquiries; secures and gives information.

Receives and greets visitors; gives information concerning visitors' needs; may handle requests independently.

Secures information via telephone or personal contact; selects appropriate materials to answer questions; processes mail for the unit.

Makes appointments and coordinates arrangements for meetings and conferences; may coordinate compilation of materials, agenda items and data for meetings or appointments.

Operates a word processor to generate correspondence, memoranda, notes, minutes, reports or other materials; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final copies of materials.

Types a variety of materials including correspondence, reports, records, charts, and/or materials; proofreads final copies for spelling, punctuation, grammar, and format.

Reviews and verifies records and reports for correct information; processes documents based on review and verification; files and retrieves materials based on limited information and performs periodic follow-up activities.

Inputs data into computer system; verifies and edits data and corrects as necessary.

Screens and routes materials according to content of communications.

Maintains activity records and files; initiates appropriate follow-up or further action based on the status of office activity.

May process purchase requests or personnel actions for the department or unit; reconciles monthly budget printouts and tracks line item expenditures.

Additional Job Duties

May handle cash transactions for the department.

Provides backup assistance to other roles in the department including running the office in lieu of supervisor and assisting clients and customers based on individual needs and requirements.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Working knowledge of office practices and procedures.

Working knowledge and ability to use correct grammar, vocabulary, and spelling.

Working knowledge of arithmetic and its uses in general office work.

Ability to communicate effectively in person and by telephone.

Ability to gather and give basic information and instructions on departmental programs based on inquiries.

Ability to learn a general knowledge of persons and departmental programs.

Ability to be tactful and courteous.

Ability to gather and compile materials from a variety of sources.

Ability to operate any office machines at the speed required by the position such as automated cash register, word processor, typewriter, calculator, copier, FAX, or other equipment.

Ability to use judgment in organizing and establishing priorities of the work assigned.

Ability to compile information based on general instructions.

Ability to arrange and place records, reports and files into a proper sequence.

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

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, grasping, 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 move objects. Some positions assigned to this class may require light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to prepare and work with data and figures, to operate a typewriter and/or computer terminal, and to determine the accuracy, neatness, and thoroughness of the work assigned. Some roles in this class may be required to take and transcribe dictation or take minutes.

Desirable Education and Experience

Graduation from high school and experience as an office assistant, secretary, or related position; or an equivalent combination of education and experience.

Alexander County

Last Reviewed: May 2012

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*Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job questionnaire with a physical abilities checklist, which can give, further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.