**General Statement of Duties**

Performs a variety of full performance level office support work.

**Distinguishing Characteristics**

This is the third class of a seven-level series. This class performs a variety of full performance office support duties. This class is distinguished from an Administrative Support Assistant II which performs a variety of standard/intermediate level office support duties. This class is distinguished from an Administrative Support Assistant IV which performs specialized and/or technical office support duties that require detailed knowledge of the specialized/technical area.

**Guidelines, Difficulty and Decision-Making Level**

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

**Level of Supervision Received & Quality Review**

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

**Interpersonal Communication & Purpose**

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgement are required within the parameters of the job function.

**Level of Supervision Exercised**

By assignment, performs some elements of lead work.

**Essential Duties**

Examines and evaluates a variety of information to determine correctness, completeness, and adherence with requirements and verifies and corrects information.

Utilizes a computer to input information/data and to create, edit, compile, manipulate, and retrieve files and/or databases and creates reports.

Operates word processing equipment to create, format, print, and revise letters, memos, reports, forms, labels, and other printed materials.
Prepares vouchers and invoices for accounts payable and/or receivables.

Processes invoices and requisitions.

Monitors and tracks the budget and prepares budget documents.

Computes payroll by reviewing time cards to compute base, differentials, and/or overtime pay and maintains personnel files and leave accounting information.

Provides the public with general and/or explanatory information, explains and clarifies rules, processes, and procedures, answers questions, and resolves a variety of problems within a defined scope.

Compiles information and generates reports and/or organizes information into tables, charts, or graphs.

Provides input for improvements in filing systems to accommodate needs.

Prepares and processes a variety of documents according to guidelines.

Orders supplies and materials, prepares purchase requisitions, and maintains inventory records.

Operates a variety of office equipment.

By position, maintains staff calendars, arranges meetings, prepares minutes, and makes travel and lodging arrangements.

Performs other related duties as assigned.

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**

**Arithmetic** - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

**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.

**Writing** - Writes in a clear, concise, organized, and convincing manner for the intended audience.
Knowledge & Skills

Knowledge of standard office practices and procedures sufficient to be able to process various types of paper work associated with office support duties.

Skill in typing.

Skill in utilizing computer software to accomplish a variety of tasks.

Education Requirement

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

Experience Requirement

Two (2) years of clerical experience.

Education & Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

By position, requires a valid Driver’s License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

For DPL Positions Specifically:

Potential exposure to infections and contagious diseases.
Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Handles absentee replacement on short notice.
Handles emergency or crisis situations.
Personal Safety: aware of surroundings, people, and events.

Level of Physical Demand

For DPL Positions Specifically:
2-Light (10-20 lbs.) to 4-Heavy (50-100 lbs.)

Physical Demands

"For DPL Positions Specifically:

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: Remaining in a stationary position.
Reaching: Extending the hands, arms, or other device in any direction.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Fingering: Picking and pinching, through use of fingers or otherwise.
Talking: Communicating ideas or exchanging information.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Repetitive Motions: Making frequent or continuous movements.
Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.
Walking: Ability to move or traverse from one location to another.
Carrying: Transporting or moving an object.
Pushing: Exerting force upon on object so that it moves away from the person.
Pulling: Exerting force upon an object so that it is moving to the person.
Balancing: Maintaining equilibrium.
Stooping: Positioning onesself low to the ground.
Kneeling: Assuming a lowered position.
Crouching: Positioning body downward and forward.
Lifting: By Position, may move objects 10-20 pounds, 20-50 pounds, or 50-100 pounds from one level to another.
Standing: Remaining in a stationary position.
Written Comprehension: Ability to discern the meaning of written words.
Neck Flexion: Perceiving objects located above or below.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Kneeling: Assuming a lowered position.

**Background Check Requirement**

- Criminal Check
- Employment Verification
- By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

None

**Class Detail**

- Pay Grade: C-611
- FLSA Code: N
- Management Level: 10
- Established Date: 9/21/2018
- Established By: Lori Schumann
- Revised Date: 
- Revised By: 
- Class History: