



Office of Human Resources  
Administrative Support Assistant I - DC1481  
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### General Statement of Duties

Performs a variety of entry level office support work.

### Distinguishing Characteristics

This is the first class of a seven level series. This class performs a variety of entry performance level office support duties. This class is distinguished from an Administrative Support Assistant II which performs a variety of standard/intermediate performance level office support duties.

### Level of Supervision Exercised

None

### Essential Duties

Assembles and labels information for filing and adds, retrieves, and removes information from files and records.

Utilizes a computer to input and access routine information.

Greets visitors, answers telephones, routes callers, takes messages, provides routine information, and refers problems to the appropriate person(s) for resolution.

Receives, sorts, and delivers mail and other items.

Compiles data and copies information or data from one form to another.

Distributes and/or delivers forms and other materials, operates a variety of office equipment, and makes copies.

Operates office equipment.

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

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.

### Knowledge & Skills

Skill in performing basic office duties.

Skill in typing.

Skill in utilizing the computer to complete basic tasks.

### Education Requirement

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

### Experience Requirement

None

### 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.

### Working Environment

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

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

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check  
By position, Motor Vehicle Record.

**Assessment Requirement**

Administrative Professional (SHL)

**Probation Period**

At-Will Position.

**Class Detail**

**Pay Grade:** X-000  
**FLSA Code:** N  
**Established Date:** 12/14/2018  
**Established By:** LS  
**Revised Date:**  
**Revised By:**  
**Class History:**