



Office of Human Resources
Administrative Support Assistant V - LC1540
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General Statement of Duties

Performs permanently assigned lead work in office support duties on a different shift or in a different location from the work unit supervisor or in a work unit where the first line supervisor's span of control is ten or more employees and performs the job responsibilities of the work unit or function.

Distinguishing Characteristics

This is the fifth class of a seven level series. Performs permanently assigned lead work in office support duties on a different shift or in a different location from the work unit supervisor or in a work unit where the first line supervisor's span of control is ten or more employees and performs the job responsibilities of the work unit or function. This class is distinguished from the Administrative Support Assistant IV which performs specialized and/or technical office support duties. This class is distinguished from a Supervisor of Administrative Support I which performs first line supervision over clerical employees.

Level of Supervision Exercised

Performs permanently assigned lead work on a different shift or in a different location from the work unit supervisor or in a work unit where the first line supervisor's span of control is ten or more employees.

Essential Duties

Develops or modifies work plans, methods, and procedures, determines work priorities, and assists in developing work schedules in order to provide adequate staff coverage.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations of the work area and recommends consistent standards for problem resolution.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Responds orally to informal employee grievances and provides information to the supervisor.

Documents situations which may be cause for disciplinary action and provides information to the supervisor.

Performs the job responsibilities of the work unit or function, evaluates and applies job related information, and acts as a resource.

Accesses information to resolve problems, follows up on requests and complaints, and addresses a variety of problems unresolved at lower levels.

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

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

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.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

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

Knowledge & Skills

Knowledge of the specific work area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

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

Three (3) years of clerical experience which must include two years of experience at the level of Administrative Support Assistant III.

Education & Experience Equivalency

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

Licensure & Certification

None

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 an 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 oneself 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

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: C-615

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: