



Office of Human Resources  
Administrative Support Assistant I - LC1482  
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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.

### 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.

**Level of Supervision Exercised**

None

**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**

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.):

Balancing: Maintaining equilibrium.  
Carrying: Transporting or moving an object.  
Crouching: Positioning body downward and forward.  
Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Kneeling: Assuming a lowered position.

Lifting: By Position, may move objects 10-20 pounds, 20-50 pounds, or 50-100 pounds from one level to another.

Neck Flexion: Perceiving objects located above or below.

Pulling: Exerting force upon an object so that it is moving to the person.

Pushing: Exerting force upon an object so that it moves away from the person.

Reaching: Extending the hands, arms, or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Walking: Ability to move or traverse from one location to another.

Written Comprehension: Ability to discern the meaning of written words.

### Background Check Requirement

Criminal Check

By position, Motor Vehicle Record.

### Assessment Requirement

None

### Probation Period

None

### Class Detail

**Pay Grade: C-607**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**