



Office of Human Resources
Administrative Support Assistant V - DC1538
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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.

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.

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.

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

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.):

Accommodation: Ability to bring objects into focus.

Color vision: Ability to distinguish and identify different colors.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

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.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Employment Verification

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: