



ADMINISTRATIVE SUPPORT SPECIALIST

CLASS SUMMARY: Incumbents in this class are responsible for providing specialized, complex and confidential administrative support, requiring advanced clerical skills, to a department or program. Incumbent responsibilities may include: confidential data entry and record keeping (such as payroll); document processing; preparing monthly and annual reports; customer service; and assisting with departmental goal setting. Incumbents may also be responsible for assisting in the review and finalizing of department budget reports and participating in leadership meetings. Incumbents are not considered formal supervisors, but may assign and monitor the work of lower level staff.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1. May serve as a lead to employees, which includes prioritizing and assigning work and training staff on work methods.
2. Provides complex, confidential, and specialized clerical and administrative activities in support of department and/or program operations. Provides direct administrative support typically to department heads and managers.
3. Provides administrative support, which includes: preparing and proofing reports, notices, and correspondence; attending meetings and taking minutes; overseeing and maintaining office filing system; prescreening mail; monitoring phones; and/or performing other related duties.
4. Responds to sensitive requests for information and assistance; provides information regarding applicable rules, policies, and regulations; resolves citizen concerns and complaints; refers inquiries as appropriate.
5. Organizes and maintains supervisor's calendar, including meetings, travel, and project timelines; makes arrangements for meetings and/or events.
6. Maintains appropriate inventory levels within assigned area of responsibility; requisitions supplies.
7. Assists with the department's budget preparation and administration; assists in the preparation of cost estimates for budget recommendations and justifications for budget items; tracks and monitors expenditures.
8. Performs other duties of a similar nature or level.

Knowledge of (position requirements at entry):

- Modern office procedures and equipment;
- Customer service principles;
- Culturally competent practices;

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- The role that culture plays in work relationships, operations and dynamics;
- Recordkeeping principles;
- Keyboarding techniques;
- Mathematical concepts;
- Filing procedures and practices;
- English language, grammar, and punctuation;
- Principles and practices in area of assignment;
- Report preparation techniques;
- Basic budgeting principles;
- Inventory maintenance principles.

Skills in (position requirements at entry):

- Maintaining various confidential records;
- Using computers and related software applications;
- Applying and explaining applicable laws, codes, regulations, policies, and/or procedures;
- Preparing and proofreading a variety of reports and/or documentation;
- Exercising judgment and discretion;
- Keyboarding;
- Using proper English, grammar, punctuation, and spelling;
- Recognizing problems, identifying alternative solutions, and making appropriate recommendations;
- Maintaining inventory and supplies;
- Prioritizing work and performing multiple tasks;
- Preparing meeting agendas and minutes;
- Providing customer service;
- Working effectively with clients, co-workers, employees and supervisors from diverse backgrounds.

Training and Experience (positions in this class typically require):

High School Diploma, or G.E.D., supplemented by specialized training and four years of progressively responsible clerical experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class may require):

- Oregon Driver's License;
- Certification related to the area assigned.

Physical Requirements:

- Positions in this class typically require: reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing, seeing, and repetitive motions.
- Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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Classification History:

Draft prepared by Fox Lawson & Associates LLC (LM,KLR) Date: 7/06
Classification and grade (Job Code N7010) approved on December 13, 2006 by Lane County
Board Order 06-12-13-3.
FLSA Status: Non-Exempt