

## ADMINISTRATIVE SUPPORT ASSISTANT I

### JOB DESCRIPTION

**Classification Responsibilities:** An Administrative Support Assistant I performs responsible journey-level work involving a variety of administrative support tasks, which require independent judgment on routine matters. Duties include: word processing, public contact, and related activities in support of a unit, bureau, section, or division. This class may also be responsible for relieving supervisors or administrative employees of routine administrative work. Representative responsibilities include: using word processing software to produce documents, maintaining records to provide accurate documentation of work performed or information that can be easily retrieved, creating and maintaining complex filing systems or databases with a variety of subject matter to provide easy access to records and information, and communicating information to the public to relate departmental policies and procedures using reference materials or personal knowledge. Duties also include: composing correspondence on routine matters; proofreading and editing documents; maintaining inventories and requisitioning office supplies; entering payroll information into a personal computer (PC); coding and processing personnel forms, Invoices for Payment (IFPs), Limited Purchase Orders (LPOs), and petty cash vouchers; maintaining/coordinating calendars and making meeting, facility, and travel arrangements; compiling information for special projects; and collecting and assembling data and background materials for a variety of reports. Other duties may include (*by assignment*): using database and spreadsheet programs to produce summary reports and print tables of numerical information; transcribing dictation from tape and producing a typed document; taking, preparing, and distributing minutes, agendas, packets, and other support materials; operating and balancing a cash register; collecting fees and rents; preparing bank deposits; and may provide functional or full supervision for clerical staff performing routine tasks. Employees must be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of assigned tasks. This class performs related duties as required.

**Distinguishing Features:** An Administrative Support Assistant I may be supervised by an Administrative Support Assistant II, Administrative Support Assistant III, Office Supervisor, or other administrative employee who may initially assign and review work, or may be assigned to a small office with limited organizational and program responsibilities where typically an Administrative Supervisor oversees assignments involving problems of administration and coordination. Detailed instructions may be given at the beginning of work and on subsequent new assignments or unusual assignments; however, after employees become familiar with particular procedures they are expected to work independently. An Administrative Support Assistant I may check the work of a small group of clerical employees and assist with training new employees, but does not usually exercise regular supervision over more than one or two individuals. Certain assignments may require the ability to work evenings and weekends. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to high school graduation or GED. Considerable (3 - 5 years) experience performing office clerical/secretarial work. A minimum typing/keying speed of 45 *net* words per minute (wpm) is also

required (*by assignment*) and will be verified prior to employment. Certain assignments may require work experience related to the specific program area, and/or specific computer software applications experience.

**Special Requirements.** For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa (*by assignment*). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required (*Police Department Assignment*). Must possess a valid Class D Arizona Driver's License by hire date (*by assignment*).

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of the assignment, individuals in this classification shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedure (*Police Department Assignment*).

**Preferred/Desirable Qualifications.** Supplemental education or training in related subjects is desirable. Bilingual skills (*by assignment*).

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with management, other City employees, and the general public to screen and direct calls to appropriate personnel. Answers questions and responds to a variety of inquiries, provides information requiring working knowledge of policies and procedures, and resolves routine questions or problems relating to area of assignment. Acts as a receptionist by greeting visitors and responding to phone inquiries and directing or routing to appropriate personnel. Produces written documents such as routine correspondence, reports, and activity logs.

**Manual/Physical:** Using a PC, keys documents accurately from clear copy or rough draft including: letters, reports, statistical charts, forms, deeds, easements, contracts, questionnaires, specifications, budget and financial documents, newsletters, etc., at a minimum sustained rate of 45 *net* wpm (*by assignment*). Takes meeting minutes and transcribes, keys, and distributes meeting minutes for policy or administrative groups. Compiles information for special projects or reports. Assists supervisor by making appointments and travel arrangements. Creates and maintains complex records, databases, and integrated filing systems which may involve processing confidential matters. Assembles and reviews files or records, updates material, prepares material for action, and makes final distribution of records, files, or information. Opens, screens, and distributes mail. Operates a variety of standard office equipment. Must meet scheduling and attendance requirements. Duties by assignment: handles multiple incoming phone lines; uses a radio system to relay messages to staff operating in vehicles throughout the City; lifts objects (example: boxes of paper) weighing up to 50 pounds; and operates a vehicle requiring a standard Class D Arizona Driver's License, to pick up or deliver materials and supplies.

**Mental:** Checks records and documents for clerical and mathematical accuracy and completeness. Makes numerical/arithmetical computations including: adding, subtracting, multiplication, and division. Composes routine correspondence. Schedules meetings and prepares reference materials. Receives and

follows instructions from a supervisor. Sorts and files various documents alphabetically, numerically, or by other classifications. Assists in developing office procedures and forms. Prioritizes own work assignments. Comprehends and makes inferences from written materials. Learns job-related material through on-the-job training and in a classroom setting.

**Knowledge and Abilities:**

Knowledge of:

business English, spelling, and arithmetic;  
modern office practices, procedures, and equipment;  
departmental policies, procedures, and regulations;  
recordkeeping practices;  
effective techniques for using the telephone and public contact; and  
PC software applications.

Ability to:

deal with coworkers and the general public tactfully and courteously;  
respond appropriately to public inquiries and present a positive public image;  
follow verbal and written instructions;  
operate a PC using word processing and a minimum of one other software application;  
clearly organize written communications;  
perform routine office management details without referral to a supervisor;  
provide assistance and work at special events, schools, career and science fairs, etc.; and  
establish and maintain effective working relationships with management, other City employees, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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CS3838 (Grant-funded)	PAY GRADE: 41
CS3820 (Part-time, Non-benefited)	PAY GRADE: 41
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JOB FCTN-OFF	SWORN-No
INCREMENTS 53-200	