



Administrative Support Specialist I/II

Class Specification

Revised 9/23

Class ID: 100

Unit: NAME

Probation: 6 Months

FLSA: Non-Exempt

DEFINITION

Under general supervision, provides a variety of clerical and administrative support services to various City departments and the general public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

DISTINGUISHING CHARACTERISTICS

Administrative Support Specialist I - This is the entry level class of the Administrative Support Specialist series. Initially, incumbents work under close supervision while learning general office support processes and City procedures. As experience is gained, work may be performed with greater independence within established guidelines and incumbents will learn and utilize a wider variety of software applications. This class is distinguished from the Administrative Support Specialist II class in the performance of more routine, general office clerical support work and by the level of supervision required in performing assigned duties.

Administrative Support Specialist II - This is the journey level class of the Administrative Support Specialist series. Incumbents are expected to be fully competent to independently perform a variety of office support duties. Positions at this level are distinguished from the Administrative Support Specialist I by the performance of the full range of duties as assigned, while working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Administrative Support Specialist in that the latter performs the more complex administrative assignments and may provide lead direction or review work for assigned clerical staff and/or specialized knowledge of technical processes, legal requirements, or budget activities.

Positions in the Administrative Support Specialist class series are flexibly staffed and positions at the Administrative Support Specialist II level are normally filled by advancement from the Administrative Support Specialist I level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Act as receptionist and receive and screen visitors and telephone calls. Provide information and take messages or refer the visitor or caller to the appropriate location and/or staff.

Maintain calendars and schedule meetings with staff and other organizations including arranging for necessary set-up and materials.

Assist in interpreting and applying regulations, policies, procedures, systems, and rules in response to inquiries and complaints from the public; respond to requests and complaints for information.

Prepare correspondence, email, forms, presentations, reports, and other documents related to the assigned department from drafts, notes, recorded files, or brief instructions using a variety of word processing, spreadsheet, and publishing software and other applications.

Draft and post information to the City website, various social media, and other websites as necessary using current communication tools.

Proofread and check materials for accuracy, completeness, compliance with departmental policies and correct English usage, including grammar, punctuation and spelling; enter and retrieve data and prepare reports from computer systems and networks, following established formats.

May be assigned to enter purchase orders, pay invoices, complete personnel action forms and other personnel related items, and submit department payroll using financial management system.

Prepare, organize, maintain, and update a variety of records and reports using appropriate software applications related to the assigned department, research and compile information from records, files, and reports.

Operate standard office equipment and perform office support activities as sorting and distributing mail, processing out-going mail and monitoring and ordering supplies.

Provide administrative support to the City commissions or committees as assigned.

May be assigned to work on special projects and committees for program activities or City-wide events.

May provide backup clerical support for other clerical positions.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Standard office practices and procedures, including file maintenance.
- Business letter writing and standard format for typed materials.
- Operation of a variety of word processing, spreadsheet, publishing software and other applications required by the assigned department.
- Operation of current office equipment including computers, networks, and communication tools used for business functions and program, project, and task coordination.
- Computer and paper record keeping, report preparation and filing methods.
- Correct English usage, including spelling, grammar, punctuation and the standard format for typed materials.
- Basic business arithmetic.

Skill or Ability to:

- Perform detailed clerical work accurately.
- Operate and effectively use current office equipment, computer systems, and software applications in a manner appropriate to the position.
- Organize and maintain office files and records.
- Make accurate arithmetic calculations.
- Use initiative and sound judgment within established guidelines.
- Prioritize work, coordinate several activities, and work projects, and meet deadlines.
- Maintain effective working relationships with those contacted in the course of the work.

- Understand and carry out oral and written directions.
- Learn and understand the organization, operation, and administrative policies and procedures of the City and related information to the assigned department.
- Learn basic research techniques and report writing.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Administrative Support Specialist I - Possession of a high school diploma or equivalent. No experience required. Clerical experience desirable.

Administrative Support Specialist II - Possession of a high school diploma or equivalent, and two (2) years of general clerical or office assistant experience comparable to the Administrative Support Specialist I in the City of Newark

License and Certificate:

Possession of a valid driver license and a satisfactory driving record throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently sit for prolonged periods of time, bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.