



CLASS SPECIFICATION

ADMINISTRATIVE SUPPORT SPECIALIST II

POSITION DESCRIPTION

Nature of Work: Under general supervision, provides a variety of moderate to difficult clerical support services to various City departments; and related work as required.

Class Characteristics: This is the journey level class of the Administrative Support Specialist series, fully competent to independently perform a variety of office support duties. All positions are characterized by the presence of guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Specific duties will vary with the departmental assignment, but all positions require incumbents to prepare reports, documents, and correspondence using a variety of word processing, spreadsheet, and publishing software applications. May be assigned to work on committees or special projects. This class is distinguished from the Senior Administrative Support Specialist in that the latter performs the more complex office clerical assignments and may provide lead direction or work review for assigned clerical staff and/or specialized knowledge of permit or application processes, legal requirements, or budget activities.

Essential Duties: Prepares correspondence, reports, forms and specialized documents related to the functions of the assigned department from drafts, notes, dictated tapes, or brief instructions using a variety of word processing, spreadsheet, and publishing software applications; operates personal computer systems to input or retrieve data and prepare reports; proofreads and checks materials for accuracy, completeness, compliance with departmental policies, and correct English usage, including grammar, punctuation, and spelling; makes corrections as required; creates graphics and other presentation materials; prepares and updates a variety of reports, which may require the use of arithmetic calculations; maintains records and processes forms, such as payroll, purchase requisitions and other forms and computer files related to the assigned department; researches, compiles and provides tracking for information and data from departmental files, records and reports; acts as receptionist and receives and screens visitors and telephone calls, takes messages and provides factual information regarding City or assigned department activities and functions; may be assigned to work on special projects and committees for City-wide events or program activities; operates standard office equipment, performs such office support activities as opening and distributing mail, processing outgoing mail, and ordering office supplies; and may provide backup clerical support for other clerical positions.

ADMINISTRATIVE SUPPORT SPECIALIST II

QUALIFICATIONS

Knowledge, Abilities, and Skills

Knowledge of:

Standard office practices and procedures.

Operation of a variety of word processing, spreadsheet, and publishing software applications.

Operation of standard office equipment including office computers and networks.

Computer and paper record keeping, report preparation and filing methods.

Correct English usage, including spelling, grammar, punctuation and standard office document formatting.

Policies and procedures of the City and those related to the department to which assigned.

Basic research techniques and report writing.

Basic business arithmetic.

Ability or Skill to:

Perform detailed clerical work accurately.

Perform word processing work accurately.

Organize and maintain office files and records accurately.

Compose correspondence from brief oral instructions or written documents utilizing appropriate formats.

Make accurate arithmetic calculations.

Use initiative and sound independent judgment within established guidelines.

Operate standard office equipment.

Prioritize work, coordinate several activities and work projects, and meet deadlines.

Maintain effective working relationships with those contacted in the course of the work.

Operate an office computer and software applications in a manner appropriate to the position. Some positions may require high speed levels in word processing activities.

Understand and carry out oral and written directions.

Experience and Training: Any combination of education and experience equivalent to a high school diploma, G.E.D., or California High School Proficiency Examination Certification and two years of general clerical or office assistant experience.

Special Requirement: Some positions may require the possession of a California driver's license.

Physical Requirements: Ability to sit for prolonged periods of time, bend, stoop, speak and hear. This class requires the use of hands and arms to operate a computer key board, grasp objects, and to reach. Employees in this class must occasionally lift and/or move up to 25 pounds.

Probationary Period: 6 Months

FLSA: Non-Exempt