



City of Newark, California

Class Code: 032  
WP Code: f/class/ADSSI  
Established: 12/88  
Revised: 10/97  
EEO Code: AS

## CLASS SPECIFICATION

### ADMINISTRATIVE SUPPORT SPECIALIST I

#### POSITION DESCRIPTION

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

Class Characteristics: This is the entry level class of the Administrative Support Specialist series. Initially, incumbents work under close supervision while learning office and City procedures. As experience is gained, there is a greater independence of action within established guidelines. Primary responsibilities include answering telephones, operation of personal computers for word processing, spreadsheet, and publishing activities, and reception work. There is an expectation that incumbents will learn and utilize a wider variety of software applications as more experience is gained. This class is distinguished from the Administrative Support Specialist II class in that the latter performs a wider variety of general office clerical support work and requires less supervision.

Essential Duties: Acts as receptionist and receives and screens visitors and telephone calls; provides factual information and takes messages or refers the visitor or caller to the proper person; prepares routine forms, reports and other documents related to the assigned department from drafts, notes, dictated tapes or brief instructions using a variety of word processing, spreadsheet, and publishing software applications; proofreads and checks materials for accuracy, completeness, compliance with departmental policies and correct English usage, including grammar, punctuation and spelling; enters and retrieves data and prepares reports from computer systems and networks, following established formats; prepares and updates a variety of routine reports which may require the use of arithmetic calculations; maintains a variety of records and reports related to the assigned department; researches and compiles information from such records; operates standard office equipment and performs such office support activities as sorting and distributing mail, processing out-going mail and ordering supplies.

## ADMINISTRATIVE SUPPORT SPECIALIST I

### QUALIFICATIONS

#### Knowledge, Abilities, and Skills

##### Knowledge of:

Standard office practices and procedures, including file maintenance.  
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 the standard format for typed materials.  
Basic business arithmetic.

##### Ability or Skill to:

Perform detailed clerical work accurately.  
Operate an office computer 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.  
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.  
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.

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

Physical Requirements: Ability to sit for prolonged periods of time, walk, stand, bend, stoop, speak and hear. This class requires the use of hands and arms to operate a computer keyboard, 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**