

**TOWN OF GILBERT
CLASS SPECIFICATION**

Administrative Support Assistant

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Administrative Support	A12	Non-Exempt

CLASS SUMMARY:

This class is the first level in the Administrative Support series. Incumbents are responsible for performing basic and routine functions such as providing reception and customer service, receipt and processing of forms/data/records; data input; file storage and retention; meeting/event scheduling; and/or producing reports/correspondence. Responsibilities may include providing internal and external customer service by phone or in person; receiving and processing of documents; data entry; filing; copying; printing; binding and collating materials; and receiving and distributing mail.

ESSENTIAL DUTIES:

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

PERCENT OF TIME

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
Provides internal and external reception and customer service by answering telephone and greeting staff and customers. Provides assistance and responds to inquiries. Receives, prepares and processes routine documents. Responds to requests for information and provides responses to questions. Provides direction regarding departmental procedures and practices.	Daily 25%
Enters data into automated data management systems and reviews input for accuracy. Retrieves and reports information as needed.	Daily 25%
Receives documents and reviews information for completeness and prepares information for processing. As assigned, may take payments, record transactions, and issue receipts.	Daily 15%
As assigned, processes incoming and outgoing mail by receiving, sorting, distributing, and preparing outgoing mail.	Daily 5%
Organizes, files and maintains storage of documents. As assigned, reviews file storage and purges files according to records retention procedures.	Weekly 10%

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As assigned, tracks, orders, stocks and distributes supplies.	Weekly 5%
May schedule meetings, interviews, services, and events.	Occasionally 5%
Performs other duties of a similar nature and level as assigned.	As Required

TRAINING AND EXPERIENCE:

High School Diploma or GED and one year of office or customer service 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/CERTIFICATIONS:

- May require valid Arizona Driver’s License.

KNOWLEDGE OF:

- Data entry techniques;
- Customer service principles and practices;
- Basic mathematical skills;
- File management and storage using good organization;
- Modern office equipment.

SKILL IN:

- Preparing and maintaining files, records and documents;
- Utilizing a computer and relevant software applications;
- Handling confidential and sensitive information;
- Providing customer service;
- Solving routine problems;
- Managing time;
- Prioritizing work;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

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ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents may be subjected to operating a motor vehicle, fumes, odors, dusts, gases, poor ventilation, chemicals, blood and other bodily fluids, inadequate lighting, work space restrictions, environmental issues such as disruptive people, imminent danger, or threatening environment, and intense noise.

If a position within the Police Department, background check and polygraph is required.

WORKING TITLES WITHIN CLASS SPECIFICATION:

Office Assistant – A12

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.

CLASS HISTORY INFORMATION:

Draft prepared by Fox Lawson & Associates LLC (BS)

Date: (10/12)

Draft finalized by Gilbert Human Resources (TT)

Date: (05/13)