



Department:	Various
Bargaining Unit:	SEIU
Salary Range:	E11/E25
Last Revision:	September 1995

SUPPORT SERVICES ASSISTANT I SUPPORT SERVICES ASSISTANT II

DEFINITION

Under general supervision (Support Services Assistant I) or direction (Support Services Assistant II), to apply specific program knowledge and administrative, secretarial, and clerical skills in support of a City department or division; to coordinate assigned programs, projects, and services with other City departments, divisions, and outside agencies; and to provide technical and general information and assistance to the public.

DISTINGUISHING CHARACTERISTICS

Support Services Assistant I: This is the entry level in the Support Services Assistant class series. Positions at this level usually perform most of the duties required of the positions at the Support Services Assistant II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Support Services Assistant II: This is the full journey level in the Support Services Assistant class series. Positions at this level are distinguished from the Support Services Assistant I level by performance of the full range of duties as assigned, 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. Employees at this level typically apply specialized program knowledge to self-direct the administrative, secretarial, or clerical tasks that are essential to the accomplishment of the department or division's desired services or products. Positions in this series are flexibly staffed and positions at the Support Services Assistant II level are normally filled by advancement from the Support Services Assistant I level. When filled from the outside, the employee is required to have prior related experience which allows the employee to meet the qualification standards for the Support Services Assistant II level.

SUPERVISION EXERCISED

Support Services Assistant I

Exercises no supervision.

Support Services Assistant II

May exercise technical and functional supervision over lower level staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Perform a full range of duties which require the application of specialized knowledge regarding a particular program to self-direct administrative, secretarial, and clerical tasks that are essential to the accomplishment of the department or division's desired services or products; plan, organize, and carry out assignments and special projects related to assigned area of responsibility.

Respond to specific and technical requests for information and assistance from the public, City staff, and representatives of other organizations; interpret regulations, procedures, policies, systems, rules, and precedents in response to inquiries and complaints; research and gather information to provide accurate answers and information; resolve concerns and complaints; refer more technical questions or issues to appropriate City staff; ensure follow up to unanswered inquiries.

Perform a wide variety of secretarial, specialized technical, and advanced level clerical work including maintaining accurate and detailed records, verifying accuracy of information, researching discrepancies, and recording information.

Verify and review forms, applications, and reports for completeness and conformance with established regulations and procedures; apply specialized knowledge of departmental and program policies and procedures in determining completeness of applications, records, and files; calculate and determine fees for a variety of services, permits, and charges; receive fees and prepare receipts; issue permits and licenses.

Collect, compile, and analyze information and data from various sources on variety of specialized topics related to the assigned function; check and tabulate statistical data; prepare and assemble reports, manuals, articles, announcements, and other informational materials.

Organize, coordinate, maintain, and update departmental records systems; organize and maintain a wide variety of records, files, and logs related to assigned operations; file and route a variety forms, materials, information, and applications to appropriate City Departments and staff.

Prepare, copy, and distribute a variety of documents including agendas, bid packages, contracts, legal notices, and specifications; ensure proper filing of copies.

Participate and assist in the administration of the assigned program or office; supervise, organize, and manage all administrative, secretarial, and clerical activities associated with the office and program; relieve administrator from a variety of administrative details.

Assist in compiling annual budget requests, recommending expenditure requests for designated accounts, processing and coding invoices for payment; and monitoring approved budget accounts.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Coordinate calendars and make meeting arrangements; schedule City staff meetings or meetings between City staff and other groups or organizations; arrange for necessary materials to be available at meetings.

Compose, type, format and proofread a wide variety of reports, letters and memoranda; type from rough draft, verbal instructions, or transcribing machine recordings; check drafts for punctuation, spelling, and grammar; make or suggest corrections to drafts.

Coordinate office support functions; prioritize work assignments; recommend improvements in work flow, procedures, and use of equipment and forms.

Process paperwork for personnel actions including new hires, termination and promotions; monitor performance evaluation dates and provide appropriate forms to staff.

Serve as secretary to various committees and commissions; prepare agendas and agenda packet materials; take and transcribe minutes.

Operate a variety of office equipment including a computer; input and retrieve data, text, and documents; organize and maintain disc storage and filing.

Order and maintain an inventory of office supplies and equipment; schedule necessary maintenance.

Provide general clerical and secretarial support to the department director and professional and technical staff.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Support Services Assistant I

Knowledge of:

Basic principles and practices of data collection and report preparation.

Modern office procedures, methods and equipment including computer equipment.

Word processing methods, techniques and programs.

Knowledge of:

Principles of business letter writing.

Principles and procedures of record keeping.

English usage, spelling, vocabulary, grammar, and punctuation.

Basic principles and techniques of public relations.

Basic accounting procedures and terminology.

Skill to:

Operate modern office equipment including computer equipment.

Type at a speed necessary for successful job performance.

Ability to:

Learn and understand the organization and operation of the assigned programs and functions, the City, and outside agencies as necessary assume assigned responsibilities.

Learn, interpret and apply administrative and division policies and procedures.

Perform responsible administrative and secretarial work with accuracy and speed.

Organize, maintain, and update office data base and records systems.

File materials alphabetically, chronologically, and numerically.

Independently prepare correspondence and memoranda.

Schedule and coordinate projects; set priorities; adapt to changing priorities.

Work cooperatively with other departments, City officials and outside agencies.

Respond to requests and inquiries from the general public.

Compile and maintain records and prepare routine reports.

Perform accurate mathematical computations.

Work independently in the absence of supervision.

Ability to:

Use word processing, database, spread sheet, and graphics software applications programs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two (2) years of increasingly responsible administrative, secretarial, and clerical support experience.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in office practices and secretarial functions.

Special Requirements

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Support Services Assistant II

In addition to the qualification for Support Services Assistant I:

Knowledge of:

Comprehensive specialized knowledge related to the specific area of assignment.

Departmental practices and procedures and applicable City policies.

Principles and practices of data collection and report preparation.

Ability to:

Determine which administrative, secretarial, or clerical tasks are essential to the accomplishment of the department or division=s desired service or product and self-direct the accomplishment of the task.

Perform responsible technical and program specific administrative and secretarial support work with accuracy, speed, and minimal supervision.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply administrative and departmental policies and procedures.

Work independently in the absence of supervision.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Three (3) years of increasingly responsible technical, administrative, secretarial, and clerical support experience including one (1) year of experience in the specialized area of assignment.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in office practices and secretarial functions.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in standard office environment.

Effective Date: September, 1995