



Department:	Mgmt. Svcs./Human Resources
Bargaining Unit:	Confidential
Salary Range:	C07
Last Revision:	July 2002

SUPPORT SERVICES ASSISTANT II - CONFIDENTIAL

DEFINITION

Under general direction, 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.

SUPERVISION EXERCISED

Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

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.

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.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

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.

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.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

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

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.

Ability to:

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: July 2002