

ADMINISTRATIVE SUPPORT ASSISTANT

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: Varies

REPORTS TO: Varies

CLASS SUMMARY

Incumbents are responsible for assisting with general office operations involving the use of modern office equipment.

DISTINGUISHING CHARACTERISTICS

The Administrative Support Assistant is the first level of a four level administrative support series. The Administrative Support Assistant is distinguished from the Administrative Support Technician in that it performs basic clerical, receptionist, typing, data entry and filing duties.

TYPICAL CLASS ESSENTIAL DUTIES

- Serves as office receptionist by answering and directing calls and greeting patrons.
- Performs data entry activities which include typing internal memoranda, external correspondence, and press releases; entering information into computer systems; and, completing forms and reports.
- Receives and sorts incoming mail and delivers to appropriate offices.
- Assists with general office functions by making copies and sending faxes.
- Maintains records and files to include assembling files and storing in appropriate locations; retrieving files as necessary; and, completing various log books.
- Troubleshoots office equipment such as fax machines, printers, and copiers by making minor repairs and notifying appropriate repair vendors when necessary.
- Maintains office supplies by monitoring stock levels and refreshing as necessary.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Health Department:

- Prepare clinic exam rooms and providing basic patient services such as checking vital signs, blood pressure, and height and weight, and collecting and delivering specimens.

Vital Records:

- Prepare and photograph maps and certificates and processing film.

Engineering Department:

Maintain a log of all maps and plans delivered to the office.

Legal Department:

- Review legislative bulletins for information of interest to departmental attorneys;
- Perform completion of contracts and various legal documents;
- Maintain, process and perform a preliminary review of contractor pre-qualification and re-qualification documents.

Cape Fear Museum:

- Schedule use of rooms by staff and public;
- Collect and account for daily cash receipts;
- Proofread printed materials.

ADMINISTRATIVE SUPPORT ASSISTANT**KNOWLEDGE AND SKILLS**

Knowledge of:

- Filing techniques;
- General office operations;
- Customer service techniques;
- Office equipment and supplies;
- Phone answering techniques;
- Mail sorting and delivery concepts.

Positions at the Health Department may require:

- Knowledge of and adherence to OSHA requirements related to bloodborne pathogens and hazardous materials.

Skill in:

- Operating office equipment;
- Typing;
- Using a computer and related software applications;
- Answering multiple phone lines;
- Maintaining files;
- Keeping logs;
- Making copies;
- Providing customer service;
- Sorting and distributing mail;
- 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.

TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma (GED); or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATION

None required.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires fingering, grasping, feeling, 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.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E11/99