

ADMINISTRATIVE SUPPORT SPECIALIST

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

Performs the primary administrative support functions for a department or specialized administrative support functions and may supervise or lead other administrative support personnel. Work involves performing general office duties, assisting with budget preparation and coordinating office records and schedules.

DISTINGUISHING CHARACTERISTICS

The Administrative Support Specialist is the third level of a four level administrative support series. The Administrative Support Specialist is distinguished from the Administrative Support Technician in that it performs specialized and more complex administrative support activities and may supervise or lead other administrative support personnel. The Administrative Support Specialist is distinguished from the Administrative Support Supervisor who is responsible for supervising and overseeing the larger and more complex overall office operations and performing complex administrative support activities.

TYPICAL CLASS ESSENTIAL DUTIES

- Coordinates document preparation and distribution which includes choosing appropriate forms and formats; composing correspondence, charts, memoranda, forms, and minutes; and, reviewing and editing the work of others.
- Assists with budget preparation and monitoring to include preparing reports of revenue and expense forecasts; processing invoices; and, drafting budget amendments. Performs numerous reconcilements of various systems.
- Coordinates office records by interpreting retention policies and maintaining files.
- Coordinates office schedules by scheduling meetings and making travel and training reservations.
- Orders office supplies and equipment from appropriate vendors.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Some positions may:

- Supervise staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations.
- Maintain specialized manual or computer based files and records; compile and analyze data and prepare reports; conduct research for special projects.
- May serve as office receptionist by answering and directing calls and greeting patrons.

Medical Records:

- Oversee the medical records management system;
- Assist in preparing policy and procedures recommendations related to medical records.

Social Services:

- Coordinate approval of long-term care placement of the elderly and disabled clients which includes reviewing forms and contacting physicians, placement facilities and state offices.

ADMINISTRATIVE SUPPORT SPECIALIST**KNOWLEDGE AND SKILLS**

Knowledge of:

- Filing techniques;
- General office operations;
- Customer service techniques;
- Basic accounting concepts;
- Office equipment and supplies;
- Phone answering techniques;
- Supervisory principles;
- Basic statistical principles.

Skill in:

- Operating office equipment;
- Typing;
- Using a computer and related software applications;
- Making reservations and travel arrangements;-
- Answering multiple phone lines;
- Maintaining files;
- Assigning and monitoring work;
- Supervising employees;
- Keeping logs;
- Preparing reports;
- Composing correspondence;
- Providing customer service;
- 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

Associate's Degree in Business Administration, Secretarial Science, or related field and one year of related administrative support experience; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATION

Some positions may require:

- Notary Public;
- Valid NC Driver's License.

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; R8/01; R4/03