

**ADMINISTRATIVE SUPPORT ASSISTANT I  
ADMINISTRATIVE SUPPORT ASSISTANT II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**JOB OBJECTIVES**

Under supervision (Administrative Support Assistant I) or general supervision (Administrative Support Assistant II), to perform a variety of administrative and clerical support functions within an assigned area including record keeping, dispatching, typing, file maintenance, processing building permits, answering phones and responding to the general public; to provide information and assistance to the public regarding policies and procedures; and to perform a variety of clerical tasks relative to assigned areas of responsibility.

**DISTINGUISHING CHARACTERISTICS**

**Administrative Support Assistant I** – This is the entry level class in the Administrative Support Assistant series. This class is distinguished from the Administrative Support Assistant II by the performance of the more routine tasks and duties assigned to positions within the series including routine record keeping, filing, typing and answering phones. Since this class is typically used as a training class, employees may have only limited or not directly related work experience. Advancement to the “II” level is based on demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory or management staff.

**Administrative Support Assistant II** – This is the full journey level class within the Administrative Support Assistant series. Employees within this class are distinguished from the Administrative Support Assistant I by the performance of the full range of duties as assigned. Employees 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. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, have prior experience.

**ESSENTIAL FUNCTION STATEMENTS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

1. Perform a variety of administrative and clerical support functions within an assigned area including record keeping, dispatching, typing, file maintenance, processing building permits and answering phones.
2. Maintain and update specialized and accurate records and files pertaining to the area of assignment; research records for various information as requested; copy and distribute reports, records and files as requested.
3. Type, proofread and word process a variety of documents and forms including general correspondence, reports and memoranda from rough draft or verbal instruction; disseminate information as appropriate.

**CITY OF CAMAS**

**Administrative Support Assistant I/II (Continued)**

4. Receive and respond to questions, inquiries and requests from the general public; provide information on assigned operations and activities; relay messages and provide information on City policies and procedures as required; refer callers to appropriate City staff for further assistance as needed.
5. Attend a variety of meetings; prepare and compile agenda packets; take and prepare minutes; disseminate information as appropriate.
6. Operate a variety of office equipment including copiers, facsimile machine and computer; input and retrieve data and text; organize and maintain disk storage and filing.
7. Answer multi-line telephone and route calls to appropriate personnel; provide information on departmental and City policies and procedures as required; maintain record of complaints regarding City services.
8. Provide front counter assistance; screen office visitors and provide information within area of assignment; respond to requests for information and distribute appropriate forms and manuals; accept applications and payments.
9. Process purchase orders and invoices; input accurate invoice data into electronic purchasing system for payment; assign account codes; reconcile invoices with Finance Department's financial reports and vendor statements; requisition and receive purchase orders electronically.
10. Compile payroll information for assigned area; calculate, review and verify for accuracy all time cards received from employees; enter information into computer for payroll processing; maintain accurate and detailed payroll records.
11. Maintain accurate and up-to-date files and records for assigned areas; monitor various logs, accounts and files for current and accurate information.
12. Receive, sort and distribute incoming and outgoing mail and correspondence; copy and distribute as requested.
13. Prepare various agendas and documents for meetings; type, copy, collate and bind documents; transcribe minutes from meetings as assigned.
14. Maintain inventory of forms, office supplies and other general supplies for assigned department; order and store supplies as needed.
15. As assigned, provide records and data retention and maintenance including confidentiality, accuracy and reporting.
16. As assigned, receive and review building applications for completeness; calculate and/or verify square footage, water and sewer lines services, engineering drawings and maps; calculate and collect proper fees; issue necessary permits.
17. As assigned, perform public safety dispatching duties; receive and prioritize emergency calls from the public requesting police, fire and other emergency or non-emergency services; determine nature, location and priority of calls and dispatch units accordingly.

**CITY OF CAMAS**

**Administrative Support Assistant I/II (Continued)**

18. As assigned, retrieve information from State and National computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles and other information; relay information to officers in the field.

19. As assigned, enter automated records of activity into the computer; maintain a variety of logs relating to public safety telecommunications activities; compile statistics on calls received.

**AUXILIARY FUNCTION STATEMENTS**

1. Provide assistance in a variety of special projects as assigned.
2. Follow all safety rules and procedures established for work area.
3. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Administrative Support Assistant I**

**Knowledge of:**

Modern office procedures, methods and computer equipment.

Methods and techniques of proper phone etiquette.

Basic principles and procedures of filing and record keeping.

English usage, spelling, grammar and punctuation.

**Ability to:**

Perform general clerical work including maintaining files and compiling information for reports.

Maintain confidential records and reports.

Type and/or enter data on a computer at a speed necessary for successful job performance.

Effectively respond to requests and inquiries from the general public.

Learn to prepare a variety of reports and records.

Learn to correctly interpret and apply City policies and procedures.

Learn methods and techniques of processing building permits.

Learn to perform public safety dispatching functions.

Learn to respond to and resolve difficult and sensitive citizen inquiries and complaints.

Learn to receive and review building applications for completeness and issue permits according to established guidelines.

Learn principles and practices of public safety dispatching.

Learn operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems.

Learn techniques of questioning for both emergency and non-emergency calls.

**CITY OF CAMAS**  
**Administrative Support Assistant I/II (Continued)**

Operate office equipment including computers and supporting word processing applications.

Communicate clearly and concisely, both orally and in writing.

Understand and carry out oral and written instructions.

Establish and maintain effective relationships with those contacted in the course of work.

**Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year of clerical or administrative support experience is desirable.

**Administrative Support Assistant II**

In addition to the qualifications for Administrative Support Assistant I:

**Knowledge of:**

Principles of business letter writing and basic report preparation.

Operations and activities of assigned department or program.

Basic mathematical principles.

Principles and practices of public safety dispatching.

Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems.

Techniques of questioning for both emergency and non-emergency calls.

Methods and techniques of processing building permits.

Pertinent Federal, State and local codes, laws and regulations.

**Ability to:**

Prepare a variety of reports and correspondence.

Correctly interpret and apply City policies and procedures.

Perform public safety dispatching functions.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Receive and review building applications for completeness and issue permits according to established guidelines.

Work independently in the absence of supervision.

CITY OF CAMAS  
Administrative Support Assistant I/II (Continued)

**Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:**

Equivalent to the completion of the twelfth grade supplemented by training in applicable computer software, secretarial skills or other specialized area of assignment.

**Experience:**

Two years of clerical or administrative support experience related to area of assignment.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Office environment; exposure to computer screens.

**Mobility:** Sitting for prolonged periods of time; extensive use of computer keyboard.

**Vision:** Visual acuity to review written materials.

**Other Factors:** Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings.

