



DATE	April 2024
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Administrative Support Assistant
 DEPARTMENT/DIVISION: Various
 REPORTS TO: Varies

SUMMARY: Responsible for providing general clerical and administrative support to department staff to include: greeting customers, answering calls and emails; answering general questions; collecting information from customers; forwarding information along to the appropriate staff; collecting information from supervisor or department staff to be organized and distributed to residents; collecting fees, maintaining and updating confidential department and personnel files; collecting information from multiple sources to create files; processing and tracking purchase orders, invoices, check requests; reconciling purchases against department budget; entering information into and maintaining accuracy of department databases; running standard reports; and opening and distributing mail. Work is performed with moderate supervision.

ESSENTIAL JOB FUNCTIONS:

- Performs various routine clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; maintaining calendars; keyboarding information into databases; making photocopies; receiving, sorting, and distributing mail; performing data entry; faxing documents; typing; and word processing.
- Prepares, processes, receives, sorts, and distributes a variety of routine reports, lists, correspondence, exams, packets, payments, receipts, purchase orders, invoices, check requests, library materials, and/or deliveries.
- Participates in monitoring and maintaining applicable office equipment. Coordinates the servicing of applicable equipment.
- Greets visitors at main reception areas; responds to requests for information from the general public; answers routine questions; directs visitors to appropriate locations.
- Files documents alphabetically, numerically, or by other prescribed methods.
- Monitors and restocks office supplies and materials. Orders applicable supplies and materials as directed.
- Prepares and reconciles a variety of basic reports in assigned area of responsibility.
- Maintains the appearance of public areas, ensuring areas are organized and free from debris or hazardous items.
- Performs other duties as assigned.

POSITION SPECIFIC JOB FUNCTIONS:

Environmental Services

- Performs a variety of clerical activities in support of assigned division within the Environmental Services Department, which may include: answering phones, taking payments and balancing daily cash receipts; completing daily deposits; entering service requests into databases and routing to the appropriate person; preparing and disseminating legal notices for publication; preparing lien paperwork; tracking information on daycares and restaurants in support of the food safety program and BYOB permitting; and/or, performing other related activities.

Library

- Performs a variety of circulation activities, which may include: emptying book drops; checking materials in and out; maintaining the appearance and accessibility of stacks; reconciling daily receipts; collecting patron fines; placing items on hold; locating missing items; maintaining patron database; and/or performing other related activities.
- Assists with a variety of public service needs, including working the service desk and window, handling detailed and sensitive patron interactions, assisting in community outreach and programming efforts, and working toward increasing community understanding of Library services.

Workforce Services

- Performs a variety of clerical activities in support of the Workforce Services Department, which may include: processing paperwork related to employees; scheduling and coordinating new employee orientations; running background checks; putting together benefit packets; assisting with civil service entrance exams; updating job postings; and/or, performing other related activities.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of basic principles and practices in assigned area of responsibility;
- Skilled in providing customer service to various customers
- Skilled in performing basic mathematical calculations;
- Skilled in maintaining records;
- Skilled in handling multiple tasks simultaneously;
- Skilled in providing customer service;
- Skilled in keyboarding;
- Skilled in operating a variety of modern office equipment;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- One year of customer service or general office experience.

PREFERENCES (if applicable):

- Bilingual in English and Spanish.

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

Library

- Work is typically performed in public library environment; may include outdoor community events.
- Must be able to stoop, bend, walk and reach and retrieve items from up to 7 ft. with the aid of step stools
- Sits and stands for extended period of time assisting customers with public access catalog training, retrieving materials and answering desk phones.
- Must be able to push, pull or lift up to 50 pounds.
- Local travel may be required on an as needed basis
- Must be able to work a flexible schedule including evenings and weekends

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.