



ADMINISTRATIVE SUPPORT ASSISTANT

CLASS SUMMARY: Incumbents in this classification assist with the basic administrative and technical phases of administrative functions in a County department; perform general office support duties; and perform related duties as assigned. Incumbents general supervision from a senior manager, manager or supervisor, and may serve as a lead to other employees, which includes prioritizing and assigning work and training staff on work methods.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1. Provides complex, confidential, and specialized clerical and administrative activities in support of a division or work unit. Provides direct administrative support typically to senior managers, managers, and supervisors.
2. Provides administrative support, which includes: preparing and proofing reports, notices, and correspondence; attending meetings and taking minutes; overseeing and maintaining office filing system; prescreening mail; monitoring phones; and/or, performing other related duties.
3. Responds to sensitive requests for information and assistance; provides information regarding applicable rules, policies, and regulations; resolves citizen concerns and complaints; refers inquiries as appropriate.
4. Organizes and maintains supervisor's calendar, including meetings, travel, and project timelines; makes arrangements for meetings and/or events.
5. Maintains appropriate inventory levels within assigned area of responsibility; requisitions supplies.
6. Answers correspondence and inquiries from the public and County employees.
7. Confers with department officials and assists in resolving personnel/administrative problems.
8. Develops and recommends division or work unit clerical and fiscal procedures and policies.
9. Analyzes and develops office methods, reports, procedures, manuals, and forms.
10. May perform financial support activities for a division or work unit including assisting with the division or work unit budget preparation and administration; may track and monitor expenditures.
11. Develops recommendations for improvement of procedures and coordination of division or work unit functions.

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12.	Participates in the preparation and administration of contracts and the preparation of grant applications.
13.	Conducts special projects related to division or work unit administrative services.

Knowledge of (position requirements at entry):

- Modern office procedures, methods and computer equipment.
- Data collection techniques.
- Correct English usage, spelling, grammar and punctuation.
- Report writing methods and techniques.
- Basic financial and statistical record-keeping practices.

Skills in (position requirements at entry):

- Understanding, interpreting and applying department and program rules, procedures and policies with good judgment, while carrying out a variety of technical and administrative support duties.
- Coordinating a variety of administrative and staff support functions.
- Preparing and maintaining a variety of records.
- Operating a variety of office equipment, including calculators, copiers, and computer terminal.
- Assembling data and preparing summaries, analysis, recommendations, and reports.
- Providing a variety of program and policy information to the public and County staff.
- Establishing and maintaining effective working relationships with those contacted in the course of work.
- Communicating clearly and concisely, both orally and in writing.

Training and Experience (positions in this class typically require):

High School Diploma, or G.E.D., supplemented by course work in business, personnel or public administration or a related field, and three years of responsible experience providing complex secretarial or administrative support to management; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class may require):

- Oregon Driver's License.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Lane County Human Resources (HR). Date: (08/07)
Classification and grade (Job Code N7011) approved on August 29, 2007 by Lane County Board Order 07-8-29-17.
FLSA Status: Non-Exempt