



ADMINISTRATIVE SUPPORT TECHNICIAN

CLASS SUMMARY: Incumbents in this classification are responsible for providing a wide variety of difficult and specialized technical and functional office assistance, support, and clerical duties. Incumbent responsibilities may include confidential record keeping, correspondence, and data entry. Incumbents provide information and assistance to the public for a variety of services. While incumbents are expected to understand and correctly apply appropriate rules, procedures and guidelines, higher level assistance is normally available for advice and consultation. Incumbents may exercise technical and functional supervision over clerical personnel.

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

1. Performs a variety of complex technical office assistance, support and clerical duties.
2. Types correspondence and other material requiring the application of subject matter knowledge and discrimination in the selection of data or interpretation of laws, rules or policies.
3. Prepares correspondence independently.
4. Maintains and revises filing systems.
5. Provides information to County personnel and members of the general public by interpreting and explaining policies, procedures, rules and regulations.
6. Checks, compiles and records information for the preparation of reports and maintenance of filing systems; coordinates the gathering of materials for and types a wide variety of reports.
7. Schedules a variety of meetings and conferences.
8. Maintains and updates records; maintains and reports daily receipts; prepares and distributes materials; determines and collects fees.
9. May operate a computer to input, retrieve and manipulate information.
10. Maintains payroll and personnel records.
11. May train office personnel and exercise limited lead worker responsibilities.
12. Assembles and compiles data and prepares statistical reports.
13. May perform a variety of secretarial duties, making appointments, screening callers, screening correspondence, initiating replies to routine correspondence, assembling information from a variety of sources and relieving the administrator of routine office details.

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Administrative Support Technician (Continued)

14.	Performs other duties of a similar nature or level.
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Knowledge of (position requirements at entry):

- English language, grammar, and punctuation.
- Basic elements of financial record keeping.
- Filing and inventory systems, letter and report writing.
- Modern office procedures and equipment.
- Basic operations, procedures, rules and regulations of the office or department to which assigned.
- Customer service principles.
- Culturally competent practices.
- Keyboarding techniques.
- Report preparation techniques.

Skills in (position requirements at entry):

- Performing a wide variety of difficult and responsible clerical and office support and assistance work.
- Learning and applying quickly the rules, regulations and policies applicable to the office, work area, or department to which assigned.
- Typing at a net speed of not less than 45 words per minute from clear copy.
- Establishing and maintaining cooperative working relationships and meeting the public with courtesy and tactfulness.
- Performing a wide variety of difficult and responsible clerical and office support and assistance work.
- Using computers and related software applications.
- Communicating clearly and concisely, both orally and in writing.
- Independently setting up and maintaining records and complex files.
- Assembling data and preparing reports.
- Performing a variety of general office assistant and administrative support duties.
- Using proper English, grammar, punctuation, and spelling.
- Prioritizing work and performing multiple tasks.
- Providing customer service.

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

High School Diploma, or G.E.D. and three years of progressively responsible clerical experience; 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 N7012) approved on August 29, 2007 by Lane County Board Order 07-8-29-17.
FLSA Status: Non-Exempt