



## **Administrative Support Specialist 1**

**Category:** Classified  
**Pay Grade:** C19  
**Job Code:** 11312

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

Performs independent administrative and/or supervisory office support work in budget, personnel, payroll, purchasing, risk management, finance or billing services, computer support, elections, or other department or subject matter specific services, activities, or programs; provides administrative responsibility or supervision of one or more specific department-wide operations and activities for the County or an office of moderate size and/or supporting field personnel.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Receives visitors, telephone calls, and chat inquiries for the department, ascertains nature of business, personally handles those requesting information, appointments, and as many others as possible, and directs remainder either to appropriate authority for disposition;
- Receives and screens incoming mail, routes correspondence, and prepares and sends outgoing correspondence;
- Maintains appointment calendars and advises supervisors of important meetings;
- Coordinates, administers, and manages special projects for directors and researches and prepares reports on administrative matters for associates, managers, and others;
- Develops and oversees records management controls, develops procedures, either automated or manual, and trains staff in usage;
- Processes, codes, and maintains personnel, payroll, property control, purchasing, claims, and/or fiscal records, performs arithmetical calculations, and compiles reports for manager's information;
- Coordinates clerical and administrative activities of several department sections;
- Coordinates the activities of volunteer personnel as needed within the section or department;
- Acts in a confidential capacity in related secretarial and office tasks;
- Trains new users in computer applications and applies computer technology to improve work processes;
- Compiles and analyzes data and prepares statistical and other reports for customers and managers;
- Provides information on department policies, procedures, and operations and maintains legal compliance;
- Trains and supervises or leads employees, reviews work, assigns duties, assists, trains, or advises technical or clerical employees, and develops group operational procedures;
- Prepares or directs the preparation of documents, claims, department paperwork, requisitions, purchases, delivery of service, equipment, commodities, materials, and supplies, resolves problems with customers, contractors, agencies, vendors, departments, and/or providers, maintains records of activities to coordinate workflow, maintains schedules, and meets quality requirements;
- Maintains, monitors, processes, and tracks workload, statistics, grants, schedule, financial, and other information on behalf of management;
- Conducts analysis and reviews paperwork, reports, bills, claims, applications, and other records covering government related costs and requests for services, processes claims, refers service providers, customers, and employees to others for assistance, and maintains data bases, record systems, documents, and case files;
- Conducts training classes in area of assignment for both inter and intradepartmental staff;

- Operates personal computer and performs data processing functions including using available software packages, encoding data, report generation, data entry, retrieval, and other specialized and routine computer operations;
- Schedules internal and external meetings and conference calls, prepares agendas, and takes meeting minutes;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Three (3) years of clerical experience preparing, processing, and maintaining administrative records; or an Associate's degree in a related field plus one (1) year of experience preparing, processing, and maintaining administrative records; or an equivalent combination of education, training, and/or experience.

#### **Special Qualifications (May be required depending on area of assignment):**

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Depending on area of assignment, employee's name must not appear on the Health & Human Services Exclusion List.
- Other knowledge, skills, abilities, and credentials required for a specific position.

#### **Knowledge, Skills and Abilities:**

- Knowledge of business English, spelling, punctuation, and arithmetic;
- Knowledge of modern office methods, practices, and procedures;
- Knowledge of laws and rules governing procedures and legal requirements encountered in government office operations;
- Knowledge of laws, rules, regulations, policies, and procedures as applied to highly specialized departmental administrative processes connected with delivery of public services, ;
- Knowledge of modern recordkeeping practices;
- Knowledge of County functional and structural organization;
- Knowledge of use of word processing equipment;
- Skill in the operation of a typewriter and in taking and transcribing of dictation;
- Skill in making formal oral presentations to staff;
- Ability to work independently on complex and confidential secretarial tasks;
- Ability to keep complex records and assemble and organize data and prepare summaries of reports from such records;
- Ability to apply computer applications and software;
- Ability to compose routine and technical letters and memoranda;
- Ability to make minor decisions in accordance with County ordinances and practice;
- Ability to establish and maintain effective working relationships as necessitated by the work.

### **PHYSICAL/MENTAL DEMANDS**

This is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.

- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

#### **WORKING CONDITIONS**

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.