

## Administrative Support Specialist

### DESCRIPTION OF WORK:

Positions in this banded classification are characterized by knowledge or skills particular to an area of specialization or process. Work requires specialized knowledge in the processing and application of information, documents and/or materials. The majority of time is allocated to tasks that involve several steps and require the selection of the most appropriate action within procedural and operational guidelines. Work requires knowledge of program policies, procedures and information systems in order to communicate and process information. The range of duties includes, but is not limited to, verifying data, report writing, summarizing and reconciling information or financial data, records management, claims review and processing, data collection and analysis, research, inventory, personnel administration and fund collection or expenditures. The role is different from the Administrative Support Associate because fewer general office or administrative tasks are performed. Examples of the areas of specialization in this banded class include, but are not limited to, payroll, student services, accounting, medical records, statistical, and personnel.

### EXAMPLES OF COMPETENCIES:

#### CONTRIBUTING:

- **Knowledge- Program Demonstrates basic understanding of the area of specialization, of program procedures, methods, and practices to include knowledge of program and staff responsibilities.**
- **Information/Records Administration:** Uses established filing and data systems, functions, and/or procedures that require knowledge of the program. Reviews data and information for completeness and accuracy using standard guidelines; performs tasks with attention to detail. Understands software used to perform day-to-day functions.
- **Office Technology:** Uses one or more software programs, information systems, and specialized equipment to access, input, and verify standard information.
- **Problem Solving:** Identifies and recognizes problems that have established precedents and limited impact. Refers non-standard questions and problems to higher levels.
- **Communication- Verbal:** Communicates information clearly to staff, clients, and/or public about services, processes, and procedures using prescribed or established guidelines. Applies judgment in releasing confidential information or to whom to refer questions.
- **Communication- Written:** Utilizes program specific terminology. Gathers readily available information from office records to drafts e-mails, memos and other documents. Proofreads documents for grammar, spelling, punctuation, and basic formatting. Provides answers to requests for general information in written format. Records and documents information accurately.

#### JOURNEY

- **Knowledge- Program Demonstrates in-depth knowledge of the area of specialization, the program, process, and/or organizational operation. May be the content/process resource.**
- **Information/Records Administration:** Coordinates varied records processing activities requiring the application and some interpretation of agency procedures, policies, laws, and regulations. Reviews information for completeness and accuracy using multiple guidelines.
- **Office Technology:** Selects, understands and fully
- **Problem Solving:** Recognizes, defines and resolves non-standard problems using operating procedures, practices and established precedents. Resolves recurring issues and problems as well as some unique situations. Anticipates problems and develops recommendations for management resolution.
- **Communication- Verbal:** Presents ideas in a clear, concise, organized manner. Explains and interprets programs, policies and procedures to meet the specific needs of staff and clients. Advises program staff/clients in all matters related to program operations.

applies a variety of features in software programs, databases, information systems, and specialized equipment.

**Communication- Written:** Composes and organizes ideas logically, works in multiple formats such as letters, memos, reports or presentations, and can change/adjust style to meet the needs of the program and audience. Reviews sensitive materials and edits content constructively.

### ADVANCED

- **Knowledge- Program:** Program knowledge includes acceptable interpretations, applications, and allowable exceptions of written policies and procedures. Requires knowledge of organizational structure, functions, and services, programs, office procedures and practices.

- **Information/Records Administration:** Performs research, data collection and analysis of information, and report writing. Utilizes, reconciles, and manipulates data from different internal and external software systems. Applies an in-depth knowledge of a variety of complex processes and procedures.

- **Office Technology:** Integrates varying software applications and systems for information and records purposes.

- **Problem Solving:** Independently resolves and/or develops recommendations for unprecedented issues and problems. Problem resolution requires some interpretation of policy and procedures. Serves as a resource for others in resolving unprecedented, non-standard issues and problems. Assumes responsibilities for and manages the results of decisions. Coordinates and facilitates solutions with other work units.

- **Communication- Verbal:** Interprets guidelines, answers inquiries and advises others regarding processes, services, and operations as applied to non-standard situations. Communicates expectations to other employees, which may include formal/informal training.

- **Communication- Written:** Independently compiles, analyzes, assimilates, and composes information into varied or non-standard formats with responsibility for content review, accuracy, quality, and timelines, requiring in-depth program knowledge and interpretation.

### MINIMUM TRAINING AND EXPERIENCE:

Graduation from high school and one year of related office experience; or an equivalent combination of education and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Diplomas or degrees must be received from appropriately accredited institutions.

# Competency Profile

10/26/05

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Positions in this banded classification are characterized by knowledge or skills particular to an area of specialization or process. Work requires specialized knowledge in the processing and application of information, documents and/or materials. The majority of time is allocated to tasks that involve several steps and require the selection of the most appropriate action within procedural and operational guidelines. Work requires knowledge of program policies, procedures and information systems in order to communicate and process information. The range of duties includes, but is not limited to, verifying data, report writing, summarizing and reconciling information or financial data, records management, claims review and processing, data collection and analysis, research, inventory, personnel administration and fund collection or expenditures. The role is different from the Administrative Support Associate because fewer general office or administrative tasks are performed. Examples of the areas of specialization in this banded class include, but are not limited to, payroll, student services, accounting, medical records, statistical, and personnel.

Competencies	Definition
Knowledge-Program	Understanding of services, policies and procedures related to a program or area of specialization. Ability to demonstrate and apply this knowledge in performance of office support tasks. Ability to explain and interpret information to clients/customers and staff.
Information/Records Administration	Ability to compile, assimilate and organize both printed and electronic information. Ability to apply knowledge of data collection, storage, organization, manipulation and/or analysis of data.
Office Technology	Ability to utilize office equipment and other relevant technology (software and systems) to meet organizational needs.
Problem Solving	Ability to identify and understand issues, problems, and opportunities; use effective approaches for choosing a course of action or developing appropriate solutions.
Communication-Verbal	Ability to clearly convey information and ideas through a variety of media to individuals or groups.
Communication-Written	Ability to present ideas clearly and effectively in written form; ability to adjust language or terminology to meet the needs of the audience; ability to use correct grammar, organization, and structure.

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# Competency Profile

Competency	Contributing	Journey	Advanced
Knowledge-Program	Demonstrates basic understanding of the area of specialization, of program procedures, methods, and practices to include knowledge of program and staff responsibilities.	Demonstrates in-depth knowledge of the area of specialization, the program, process, and/or organizational operation. May be the content/process resource.	Program knowledge includes acceptable interpretations, applications, and allowable exceptions of written policies and procedures Requires knowledge of organizational structure, functions, and services, programs, office procedures and practices.
Information/Records Administration	Uses established filing and data systems, functions, and/or procedures that require knowledge of the program. Reviews data and information for completeness and accuracy using standard guidelines; performs tasks with attention to detail. Understands software used to perform day-to-day functions.	Coordinates varied records processing activities requiring the application and some interpretation of agency procedures, policies, laws, and regulations. Reviews information for completeness and accuracy using multiple guidelines.	Performs research, data collection and analysis of information, and report writing. Utilizes, reconciles, and manipulates data from different internal and external software systems. Applies an in-depth knowledge of a variety of complex processes and procedures.
Office Technology	Uses one or more software programs, information systems, and specialized equipment to access, input, and verify standard information.	Selects, understands and fully applies a variety of features in software programs, databases, information systems, and specialized equipment.	Integrates varying software applications and systems for information and records purposes.
Problem Solving	Identifies and recognizes problems that have established precedents and limited impact. Refers non-standard questions and problems to higher levels.	Recognizes, defines and resolves non-standard problems using operating procedures, practices and established precedents. Resolves recurring issues and problems as well as some unique situations. Anticipates problems and develops recommendations for management resolution.	Independently resolves and/or develops recommendations for unprecedented issues and problems. Problem resolution requires some interpretation of policy and procedures. Serves as a resource for others in resolving unprecedented, non-standard issues and problems. Assumes responsibilities for and manages the results of decisions. Coordinates and facilitates solutions with other work units.

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## Competency Profile

<p>Communication- Verbal</p>	<p>Communicates information clearly to staff, clients, and/or public about services, processes, and procedures using prescribed or established guidelines. Applies judgment in releasing confidential information or to whom to refer questions.</p>	<p>Presents ideas in a clear, concise, organized manner. Explains and interprets programs, policies and procedures to meet the specific needs of staff and clients. Advises program staff/clients in all matters related to program operations.</p>	<p>Interprets guidelines, answers inquiries and advises others regarding processes, services, and operations as applied to non-standard situations. Communicates expectations to other employees, which may include formal/informal training.</p>
<p>Communication- Written</p>	<p>Utilizes program specific terminology. Gathers readily available information from office records to draft e-mails, memos and other documents. Proofreads documents for grammar, spelling, punctuation, and basic formatting. Provides answers to requests for general information in written format. Records and documents information accurately.</p>	<p>Composes and organizes ideas logically, works in multiple formats such as letters, memos, reports or presentations, and can change/adjust style to meet the needs of the program and audience. Reviews sensitive materials and edits content constructively.</p>	<p>Independently compiles, analyzes, assimilates, and composes information into varied or non-standard formats with responsibility for content review, accuracy, quality, and timelines, requiring in-depth program knowledge and interpretation.</p>

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