

**Administrative Support Branch
Class Series Concept Guidelines**

The Administrative Support classifications constitute a significant portion (17%) of the 88,000 positions in State government. Various duties have been captured into three primary roles and one supervisory role. The differences between these three primary roles are based on the nature of work of the positions and reflect classification distinctions.

The new banded classifications are relatively consistent with the four current OSSOG roles (office, processing, program, and secretarial). The new banded classes are as follows:

Administrative Support Associate: This role is characterized by a variety of general office support duties and responsibilities. This role includes a knowledge and performance of office support tasks, procedures, and policies. Positions assigned to this class may include a personal support role. Current class titles such as Office Assistant, Processing Assistant, Administrative Secretary I and II may be assigned to this banded classification.

Administrative Support Specialist: This role is characterized by duties and tasks requiring specialized knowledge in the processing of information, documents, and/or materials. Positions assigned to this banded class would include a range of duties such as verifying data, records, management, data collection and analysis. This Administrative Support Specialist is typically assigned to a specialized environment. Current class titles such as Accounting Clerk, Medical Records Assistant, Payroll

Clerk and Statistical Clerk may be assigned to this banded classification.

Executive Assistant: This role is characterized by staff assistant or personal assistant responsibilities for a high-level administrator who has the responsibility for multiple and varied program components. The role of positions in this banded class is defined and expanded by the mutual working relationship established with and on behalf of the administrator. Also, positions in this band may serve as the principal office, personal and/or administrative support for the supervisor. Individual positions of Administrative Secretary III, Administrative Assistant, and Administrative Officer may be assigned to this banded classification.

The role definition of these three primary banded classes is distinctively different in order to simplify the administration of OSSOG career-banding. In addition, the three distinct roles will aid in obtaining labor market that is reflective of the competencies. Salary surveys indicate that the labor market distinguishes between the types of competencies required for general office support, specialized office support, and executive assistant support work. Therefore, the classifications decision will be steered by the banded class and the competencies will determine the salary placement within the band. The three roles are further distinguished by the difference in training and experience needed for the competencies in the banded classes. The ability to develop training and experience requirements in each class will facilitate effective

recruitment efforts. The different requirements should result in a pool of applicants that reflect the competencies for each respective position in the banded classification.

Administrative Support Supervisor.
Supervisory Guidelines

- Supervision of staff is the primary purpose of the position. Does not include positions that are mixed between Executive Assistant functions and supervisory functions.
- The role is distinguished from a lead worker by the accountability for work and the evaluation or performance and competencies.
- Accountability includes overseeing work production, arranging and organizing work to meet deadlines, and providing on-the-job training.
- Supervisory role includes performance evaluation, competency evaluation, and significant involvement with hiring, disciplinary actions, and recommendations for salary increases.

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The majority of positions will follow the advisory transition to the new titles (cross-walk). However, this is only advisory and it is recommended that positions be reviewed in duties to confirm the placement into the new

classifications. In addition, it is advised that positions outside of the advisory transition classifications be reclassified into these roles. For example, positions in the Administrative Assistant, Administrative Officer and possibly other current classifications should be reviewed to identify if one of the new concepts such as Executive Assistant or Administrative Support Supervisor might be appropriate. It is expected that movement out of these classifications will occur so that these classifications (Administrative Assistant or Administrative Officer) will remain as program or business managers and will crosswalk to new banded class concepts in the future.

ADMINISTRATIVE SUPPORT CROSSWALK BY LEVEL

8/28/2006

Banded Class	Schematic	Current Class	Current Grade	
Administrative Support Associate	00005	TELEPHONE OPERATOR	54	CONTRIBUTING
	00006	TELEPHONE OPERATOR SUPERVISOR I	57	
	00008	COMMUNICATIONS CENTER OPERATOR	57	
	00012	MAIL CLERK I	54	
	00013	MESSENGER	50	
	00014	MAIL CLERK II	56	
	00021	POSTAL WINDOW CLERK	57	
	00108	DATA ENTRY OPERATOR I	54	
	00186	CORRECTIONAL CLERK-TYPIST I	59	
	00401	OFFICE AIDE	52	
	00402	OFFICE ASSISTANT II	54	
	00403	OFFICE ASSISTANT III	57	
	00434	PUBLIC INFORMATION ASSISTANT II	54	
	00435	PUBLIC INFORMATION ASSISTANT III	57	
	00439	PROCESSING ASSISTANT II	54	
	00466	ACCOUNTING CLERK II	54	
	00480	DATA CONTROL CLERK III	57	
	00487	LIBRARY CLERK II	54	
	00501	PATIENT RELATIONS REPRESENTATIVE III	57	
	00560	WORD PROCESSOR III	57	
	00011	COMMUNICATIONS CENTER ASST SUPV	59	JOURNEY
	00015	MAIL CENTER SUPERVISOR I	58	
	00109	DATA ENTRY OPERATOR II	57	
	00116	DATA ENTRY SPECIALIST	58	
	00188	CORRECTIONAL CLERK-TYPIST II	61	
	00404	OFFICE ASSISTANT IV	59	
	00406	PROGRAM ASSISTANT IV	59	
	00416	OFFICE WORK UNIT SUPERVISOR III	57	
	00417	LEAD WORKER III	58	
	00419	LEAD WORKER IV	60	
	00427	ADMINISTRATIVE SECRETARY I	58	
	00436	PUBLIC INFORMATION ASSISTANT IV	59	
	00440	PROCESSING ASSISTANT III	57	
	00441	PROCESSING ASSISTANT IV	59	
	00449	PROCESSING UNIT SUPERVISOR III	57	
00467	ACCOUNTING CLERK III	57	ADVANCED	
00490	LIBRARY CLERK III	57		
00506	PATIENT RELATIONS REPRESENTATIVE IV	59		
00531	PERSONNEL ASSISTANT III	57		
00561	WORD PROCESSOR IV	59		
00112	DATA ENTRY OPERATOR III	59	CONTRIBUTING	
00400	OFFICE ASSISTANT V	61		
00409	ADMINISTRATIVE SERVICES ASSISTANT V	61		
00410	PROGRAM ASSISTANT V	61		
00426	LEAD WORKER V	62		
00428	ADMINISTRATIVE SECRETARY II	60	JOURNEY	
00509	PATIENT RELATIONS REPRESENTATIVE V	61		
00126	ACCOUNTING TECHNICIAN I	59		CONTRIBUTING
00197	COURT REPORTER I	59		
00470	ACCOUNTING CLERK IV	59		
00481	DATA CONTROL CLERK IV	59		
00491	MEDICAL RECORDS ASSISTANT III	57		
00510	PAYROLL CLERK III	57		
00537	PERSONNEL ASSISTANT IV	59		
00541	STATISTICAL ASSISTANT III	57		
00127	ACCOUNTING TECHNICIAN II	61	JOURNEY	
00408	STUDENT SERVICES ASSISTANT IV	59		
00442	PROCESSING ASSISTANT V	61		
00471	ACCOUNTING CLERK V	61		
00492	MEDICAL RECORDS ASSISTANT IV	59		
00511	PAYROLL CLERK IV	59		
00540	PERSONNEL ASSISTANT V	61		

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Administrative Support Specialist	00550	STATISTICAL ASSISTANT IV	59	ADVANCED			
	00128	ACCOUNTING TECHNICIAN III	63				
	00138	TICKET MANAGER	65				
	00198	COURT REPORTER II	67				
	00415	STUDENT SERVICES ASSISTANT V	61				
	00437	PUBLIC INFORMATION ASSISTANT V	61				
	00438	INFORMATION PROCESSING TECHNICIAN	63				
	00496	MEDICAL RECORDS ASSISTANT V	61				
	00512	PAYROLL CLERK V	61				
	00551	STATISTICAL ASSISTANT V	61				
Administrative Support Supervisor		00007	TELEPHONE OPERATOR SUPERVISOR II	59	CONTRIBUTING		
		00016	MAIL CENTER SUPERVISOR II	60			
		00113	DATA ENTRY SUPERVISOR I	59			
		00418	OFFICE WORK UNIT SUPERVISOR IV	59			
		00450	PROCESSING UNIT SUPERVISOR IV	59			
		00476	ACCOUNTING CLERK SUPERVISOR IV	59			
		00482	DATA CONTROL UNIT SUPERVISOR IV	59			
		00497	MEDICAL RECORDS UNIT SUPERVISOR IV	59			
		00529	PAYROLL SUPERVISOR IV	59			
		00558	STATISTICAL UNIT SUPERVISOR IV	59			
		00579	WORD PROCESSING CENTER SUPERVISOR IV	59			
			00009	COMMUNICATIONS CENTER SUPERVISOR	61	JOURNEY	
			00017	MAIL CENTER SUPERVISOR III	62		
			00031	PRINTING UNIT SUPERVISOR I	61		
			00051	OFFICE SERVICES SUPERVISOR I	64		
			00114	DATA ENTRY SUPERVISOR II	61		
			00156	PATIENT ACCOUNT REPRESENTATIVE SUPV	63		
			00157	PATIENT RELATIONS REPRESENTATIVE SUPV	63		
			00420	OFFICE WORK UNIT SUPERVISOR V	61		
			00456	PROCESSING UNIT SUPERVISOR V	61		
			00477	ACCOUNTING CLERK SUPERVISOR V	61		
			00486	DATA CONTROL UNIT SUPERVISOR V	61		
			00500	MEDICAL RECORDS UNIT SUPERVISOR V	61	ADVANCED	
			00530	PAYROLL SUPERVISOR V	61		
			00559	STATISTICAL UNIT SUPERVISOR V	61		
			00580	WORD PROCESSING CENTER SUPERVISOR V	61		
			00032	PRINTING UNIT SUPERVISOR II	65		
			00052	OFFICE SERVICES SUPERVISOR II	66		
			00115	DATA ENTRY SUPERVISOR III	63		
	Executive Assistant		00429	ADMINISTRATIVE SECRETARY III	62		CONTRIBUTING
			00430	EXECUTIVE ASSISTANT I	64	JOURNEY	
		00431	EXECUTIVE ASSISTANT II	66			

**Advisory Group Additions to Administrative Support Crosswalk
October 18, 2006**

<u>Current Classification</u>	<u>Schematic Code</u>	<u>Salary Grade</u>	<u>Recommended Band</u>	<u>Recommended Level</u>	<u># of Pos.</u>
Administrative Assistant I	1601	63	Administrative Sup. Specialist	Advanced	28
Administrative Assistant II	1602	65	Executive Asst.	Journey	3
Administrative Assistant III	1603	67	Executive Asst.	Advanced	1
Artist Illustrator I	2851	61	Administrative Sup. Specialist	Journey	3
Cashier I	131	57	Administrative Sup. Specialist	Contributing	3
Cashier II	132	59	Administrative Sup. Specialist	Journey	3
Cashier IV	134	63	Administrative Sup. Specialist	Advanced	1
Foreign Language Interpreter	4747	60	Administrative Sup. Specialist	Journey	5
Information Processing Asst. II	2288	61	Administrative Sup. Associate	Advanced	2
Medical Office Assistant	562	57	Administrative Sup. Associate	Contributing	1
Personnel Technician I	1811	63	Administrative Sup. Specialist	Advanced	3