ADMINISTRATIVE SUPPORT SPECIALIST II - CDCC

GENERAL DEFINITION AND CONDITIONS OF WORK:
Performs intermediate skilled clerical and responsible administrative work assisting with a variety of office assistance and administrative tasks; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, walking, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:
Receiving, screening and processing telephone calls; assisting the public; scheduling appointments; typing, word processing and data processing duties; maintaining records and files; preparing reports.

Acts as department receptionist; greets visitors and refers to appropriate person; answers routine questions; provides general information about department programs, policies and procedures; schedules appointments;

Answers telephone; takes and relays messages; answers questions; provides routine information;

Types correspondence, reports, notes and memoranda pertaining to department programs and activities; prepares and distributes agenda packages; prepares meeting minutes for review and approval;

Maintains a variety of department files; establishes department filing systems; ensures accuracy of information in reports prior to filing documents;

Copies and distributes reports and various other documents; issues copies of reports and documents to the public and interested parties;

Enters and updates a variety of department records into computer; updates and maintains computer files; prepares a variety of billings and other documents from computer files;

Processes accounts payable; prepares purchase orders; orders equipment and supplies;

Processes department payroll; maintains time and leave records;

Compiles and prepares various periodic and special reports;

Processes incoming and outgoing mail;

Receives, receipts and accounts for various fees; prepares bank deposits;

Orders supplies and maintains inventory;

Receives and resolves complaints or problems as qualified;

Operates personal computer and a variety of office equipment;

Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:
Thorough knowledge of standard office practices, procedures, equipment and office assistance techniques; thorough knowledge of business English, spelling and arithmetic; thorough knowledge of the organization and functions of the department and of general administrative policies and practices; ability to keep office records and to prepare accurate reports from file sources; ability to perform and organize work independently; ability to type and transcribe dictation at a reasonable rate of speed; ability to operate standard office and personal computer equipment; skill in the use of
personal computer software; ability to establish and maintain effective working relationships with associates and the general public.

**EDUCATION AND EXPERIENCE:**
Any combination of education and experience equivalent to graduation from high school and considerable office assistance experience.

**SPECIAL REQUIREMENT:**
May require possession of or ability to obtain specific certifications depending on departmental assignment.