

ADMINISTRATIVE SUPPORT SPECIALIST II

DEFINITION

Under general supervision, to perform a wide variety of office, administrative and general support assignments; to greet visitors and answer the telephone, providing general information regarding the District; to operate and use computers and office equipment to perform word processing and spreadsheet work; and to perform other job related duties as required.

DISTINGUISHING CHARACTERISTICS

This is the experienced and second working level in the Administrative Support class series. Incumbents are expected to be familiar with the policies and procedures of the District. They have the responsibility for performing a variety of office, administrative and general support work. This class is distinguished from the Administrative Support Assistant in that the incumbents perform a greater scope of assignments requiring in-depth knowledge of the District functions, procedures and policies and work with less guidance and supervision.

REPORTS TO

Administrative Support Supervisor.

CLASSIFICATIONS DIRECTLY SUPERVISED

May provide lead direction and work coordination for Administrative Support Assistant and for temporary administrative support staff.

EXAMPLES OF DUTIES

Provides administrative support for the District Management staff by performing a variety of office, administrative and general support assignments; researches information and prepares letters and reports; serves as office receptionist, greeting customers, providing information, and directing them to other staff as necessary; answers telephone and routes calls to appropriate District staff; operates a variety of office equipment including computers and copiers; receives, sorts, and distributes mail; maintains a variety of office files and records; types and proofreads documents and materials; tabulates data and verifies totals; provides customers and the public with information about disposal requirements and District services; updates and maintains computerized records and generates reports; provides general support for District Human Resources functions, including processing and maintenance of personnel files; processes and updates files and records regarding Workers Compensation injuries claims; provides backup to the Administrative Support Supervisor; may act as the Clerk to the Board of Directors as needed; assists with the preparation and distribution of Board packets.

TYPICAL PHYSICAL REQUIREMENTS

Frequently stand and walk; sit for extended periods; ability to stoop, kneel or crouch to pick up or move objects; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, copiers, etc.

TYPICAL WORKING CONDITIONS

Normally work is performed in an office environment; some exposure to outdoor conditions; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Modern office methods, practices, and procedures.
- Policies and procedures of the District.
- Effective public relations techniques.
- Maintenance of files and information retrieval systems.
- Correct English usage, spelling, grammar, and punctuation.
- Mathematics.
- Microsoft Office software.

Ability to:

- Effectively manage a multi-line phone system.
- Perform a variety of specialized office assistance assignments with minimal guidance and supervision.
- Assist other staff in performing general office duties.
- Assist with the preparation of various reports.
- Gather and organize data and information.
- Follow oral and written directions.
- Operate computers and appropriate software, including Microsoft Office, in the performance of assigned work.
- Effectively communicate both orally and in writing.
- Effectively represent and interpret District policies, programs, and services with employees, the public, and representatives of other agencies.
- Establish and maintain cooperative working relationships.
- Apply sound judgement in a variety of circumstances with or without specific instructions.
- Adhere to an assigned work schedule and meet District attendance standards.

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

One (1) year of administrative, office or general support work experience comparable to Monterey Regional Waste Management District Administrative Support Assistant classification. Experience performing office support assignments involving computers and software packages such as Microsoft Office, and extensive public contact work is desirable. Ability to communicate, both orally and in writing, in Spanish is also desirable.

Special Requirements:

Possession of a current California Driver's License issued by the State Department of Motor Vehicles, including on-going insurability to drive District vehicles, are conditions of employment.