



Classification Specification

Classification Title: DEPARTMENT ADMINISTRATIVE ASSISTANT

Pay Grade: 5 FLSA: NON-EXEMPT

Purpose of Classification:

The purpose of this classification is to provide routine administrative support for an assigned division or department.

Distinguishing Characteristics: This is an entry-level administrative position.

Essential Functions:

The following duties are typical for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Serves as the receptionist or first point of contact for the public: answers telephone calls and greets visitors; ascertains the nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; and initiates and returns calls, as necessary.

Performs customer service functions: provides information and assistance regarding department/division services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; responds to routine questions or complaints; researches problems/complaints; and initiates problem resolution.

Processes a variety of documentation associated with department/division operations within designated timeframes and per established procedures; receives, reviews, records, types, and/or distributes documentation; logs, tracks, or maintains records regarding department activities; compiles data for further processing or for use in preparation of department reports; and files, maintains, and stores hardcopy records.

Performs data entry functions by keying data into computer systems: enters, retrieves, reviews, or modifies data in computer database; scans documents into computer; verifies accuracy of entered data and makes

corrections; indexes documents; and maintains databases and computerized reports.

Processes incoming/outgoing mail: sorts, organizes, opens, and/or distributes incoming mail; signs for incoming mail/packages and delivers to appropriate personnel; processes outgoing mail utilizing postage machine; and processes bulk mailing projects.

Receives money in payment of various fees/services; records transactions and issues receipts; balances cash drawer; and forwards revenues as appropriate.

Communicates with supervisor, City employees, the public, and other individuals and organizations as needed to coordinate work activities, review status of work, exchange information, receive/give advice and direction, and resolve problems.

Operates various equipment, as necessary, to complete essential functions: operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment.

Minimum Qualifications:

High school diploma or GED required; supplemented by three (3) years of administrative support experience involving customer service; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Simpsonville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective and current employees to discuss potential accommodations with the employer.