

ADMINISTRATIVE SUPPORT SPECIALIST

Job Code	Pay Grade
11310	CL11

Nature of Work

This is independent administrative and/or supervisory office support work. Areas of specialty may include any or all of the following: budget, personnel, payroll, purchasing, risk management, finance or billing services, computer support, elections, and other department or subject matter specific services, activities or programs. Duties may include administrative responsibility or supervision of one or more specific department-wide operations and activities for the county or an office of moderate size, and/or supporting field personnel. An employee in this class has full departmental responsibility for ensuring the supporting administrative areas of assignment are completed in accordance with laws, policies, and procedures, by given deadlines. At this level, employees regularly develop work processes and procedures and may serve the administrative needs of several managers or supervisors. The work is distinguished from Administrative Support Supervisor in that the supervisory class supports a larger workforce, has direct accountability for budget development and administration, and supervises the full office automation function. Problem solving requires research and analysis of a generally routine nature involving the identification and analysis of the components of the problem situation. Completed work is usually evaluated for conformity to policy and requirements. An employee in this class exercises a high degree of independent judgment and is required to have an extensive working knowledge of departmental operations, and in particular, the incumbent's agency or departmental area of assignment. The position reports to an Administrative Support Supervisor, management official, or designee.

Minimum Qualifications Requirements

- 3 years of clerical experience preparing, processing, and maintaining administrative records; or
- Associate's degree in a related field plus 1 year experience preparing, processing, and maintaining administrative records; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Depending on area of assignment, employee's name must not appear on the Health & Human Services Exclusion List.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Coordinates, administers, and manages special projects for directors; researches and prepares reports on administrative matters for associates, managers, and others.
- Develops and oversees records management controls; develops procedures, either automated or manual, and trains staff in usage.
- Processes, codes, and maintains personnel, payroll, property control, purchasing, claims, and/or fiscal records; performs arithmetical calculations; compiles reports for manager's information.
- Coordinates clerical and administrative activities of several department sections.
- Coordinates the activities of volunteer personnel as needed within the section or department.
- Operates an electronic meter reading system to prepare and process data for billing, processing field work orders, controlling cycle and route organization.
- Trains new users in computer applications and applies computer technology to improve work processes.
- Compiles and analyzes data; prepares statistical and other reports for customers and managers.
- Provides information on department policies, procedures, and operations.

ADMINISTRATIVE SUPPORT SPECIALIST (continued)

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Illustrative Tasks (continued)

- Trains and supervises or leads employees, reviews work, assigns duties, and assists, trains or advises technical or clerical employees; and develops group operational procedures.
- Prepares or directs the preparation of documents, claims, department paperwork, requisitions, purchases, delivery of service, equipment, commodities, materials, and supplies; resolves problems with customers, contractors, agencies, vendors, departments and/or providers; maintains records of activities to coordinate workflow, maintain schedules, and meet quality requirements.
- Maintains, monitors, processes, and tracks workload, statistics, grants, schedule, financial, and other information on behalf of management.
- Conducts analysis and reviews paperwork, reports, bills, claims, applications, and other records covering government related costs and requests for services, processes claims; refers service providers, customers, and employees to others for assistance; maintains data bases, record systems, documents, and case files.
- Conducts training classes in area of assignment for both inter- and intra- departmental staff.
- Operates personal computer and performs data processing functions including using available software packages, encoding data, report generation, data entry, retrieval and other specialized and routine computer operations.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of laws and rules governing procedures and legal requirements encountered in government office operations.
- Knowledge of laws, rules, regulations, policies, and procedures as applied to highly specialized departmental administrative processes connected with delivery of public services, depending on area of assignment, in public safety, medical, health, utility, election, procurement, real estate, utilities, public works, and other department or subject matter specific services, activities or programs.
- Knowledge of the principles and procedures of office management and supervision.
- Knowledge of business English, spelling, arithmetic and bookkeeping standards.
- Skill in operating a personal computer using prescribed software applications including typing into automated computer information systems and skill in the operation of commercial word processing, database, and spreadsheet programs.
- Skill in making formal oral presentations to staff.
- Ability to plan, organize and supervise employees.
- Ability to develop effective office or field work procedures and clerical training programs.
- Ability to provide information correctly and concisely, orally and in writing.

For official use only

Revised	EEOC Code	Overtime Code
2/11	Administrative Support	Classified