

## **ADMINISTRATIVE SUPPORT SPECIALIST**

### **DEFINITION OF WORK**

Employees in this class perform a variety of administrative support, records processing, data entry, and related office duties. The range of work extends from routine to advanced in complexity, but is generally considered journey level. Work includes greeting the public and answering questions and giving information, relaying information, typing or data entry work, and creating and maintaining accurate files and records. The employee is expected to have a good understanding of the work unit and/or the County and its services to respond to inquiries, including technical knowledge about departmental or County processes, policies, and procedures. Customer service duties require tact and some independence of action particularly when encountering sensitive or confidential matters. Work typically follows established procedures; precedent setting situations are referred to others. Specific oral and/or written instructions are available to apply to most work situations. Work includes the use of current office technology including word processing, data base, spreadsheet and other software. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed.

### **EXAMPLES OF WORK**

Employees serve as office support, program, timekeeping, accounts receivables/payables, data entry, or other administrative support for departmental functions and services; screen calls and inquiries; secure and give information on a variety of rules, programs, or County services; receive and greet visitors. Secure information via telephone or personal contact; select appropriate materials or research records to answer questions. May handle confidential items and/or customer accounts. Process fingerprint cards, arrest cards, and photographs to the SBI; fill in on the dispatch desk when required; prepare monthly status reports on each detective's caseload. Make appointments and coordinate arrangements for meetings and conferences; may coordinate compilation of materials, agenda items, and data for meetings or appointments; may take minutes of a board or commission meeting; may sign items such as letters, reports or memoranda for supervisor. Handle accounts receivables from utility billings and other sources of revenue from departments; make deposits and reconcile financial records; post payments to customer accounts; work with other Finance Department staff in deposits; process timecards on weekly and monthly employees. Input data into computer systems for the department; generate records, reports, bills and/or other departmental requirements from the data; verify and edit data, as needed. Assist in conduct of elections in compliance with NC Election Laws; maintain current voter registration of the County; assist local, State and federal candidates and the general public with election laws and other information; and, test voter equipment for accuracy. Operate a computer or word processor to generate correspondence, memoranda, electronic mail, minutes, reports; review work for compliance with instructions, spelling, punctuation and basic grammar; proofread final copies of materials. Type a variety of materials including tabular charts, spreadsheets, and statistical materials from typed, handwritten copy, or machine dictation; proofread final copies for spelling, punctuation, grammar, and format. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of the work completed. Perform related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from high school or GED and demonstrated possession of knowledge, skills, and

abilities gained through at least two years of office assistant, secretarial, or records processing experience; or an equivalent combination of education and experience.

**Knowledge, Skills, and Abilities:**

General and working knowledge of office practices and procedures; general and working knowledge and ability to use correct numbers, arithmetic, bookkeeping, grammar, vocabulary, and spelling; ability to communicate effectively in person and by telephone; ability to gather and give basic information and instructions on departmental programs based on inquiries; ability to operate a variety of office machines such as a computer, typewriter, fax, copier, and other technology required in the position; ability to use judgment in organizing and establishing priorities of the work assigned; ability to record financial transactions and balance figures; ability to meet deadlines with payrolls and related actions with strict timelines; ability to compile information based on general instructions; ability to arrange and place records, reports and files into a proper sequence; ability to establish and maintain effective working relationships with supervisors, employees, and the general public.

**SPECIAL REQUIREMENTS**

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

**PHYSICAL REQUIREMENTS**

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.  
Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds.  
Must be able to perform coordinated movements such as operating office equipment and keyboarding.  
Some tasks require visual perception and discrimination.  
Some tasks require oral communications.