

## **ADMINISTRATIVE SERVICES ASSISTANT I/II/III**

### **DEFINITION**

Under supervision, performs a variety of general clerical and office support duties, including mail processing, production, word processing, data entry, and storage and retrieval of various types of information; performs related work as assigned.

### **CLASS CHARACTERISTICS**

*Administrative Services Assistant I* is the entry-level class in the Administrative Services Assistant series. Initially under close supervision, incumbents gain skills in word processing, data entry, mail, production, records storage and retrieval, and develop knowledge of Judicial Council procedures. As experience is gained, there is greater independence of action within established guidelines. Incumbents in this class are initially assigned to a particular ASU function but are exposed to the different areas for training and development purposes. This class is alternately staffed with Administrative Services Assistant II, and incumbents may advance to the higher level after demonstrating proficiency in their assigned area as well as demonstrating the aptitude to learn other functional areas of ASU.

*Administrative Services Assistant II* is the journey-level class of this series, competent to independently perform the full range of support duties in more than one functional area of ASU. Incumbents perform responsible and varied office support duties and they regularly move between functional areas as needed. This class is alternately staffed with Administrative Services Assistant III, and incumbents may advance to the higher level if they are able to demonstrate expertise in more than one functional area of ASU and are given responsibility for a particularly complex project or are assigned responsibility for leading the work of others. This class is distinguished from Administrative Services Assistant III in that the latter provides lead direction and work review to assigned staff and/or performs and coordinates complex and specialized work.

*Administrative Services Assistant III* is assigned to the most complex ASU functions and responsible for specialized projects. Under general supervision, incumbents are fully competent to perform the duties required in each of the functional areas of ASU and they regularly move between functional areas as needed. Incumbents may serve in a lead capacity, responsible for directing the work of others, and/or may serve as specialists who work independently and deal with complex mail-processing, production, records management, and clerical projects. This class

provides work review to assigned staff and/or performs and coordinates complex and specialized work. This class acts as back up for the Production and Mail Services Supervisor on an as needed basis.

**EXAMPLES OF DUTIES** (*illustrative only*)

- Operates postage meter machine; processes mail; sorts and distributes incoming and outgoing mail; delivers large packages.
- Operates large-volume printers to produce a variety of documents and reports.
- Collates materials, stuffs envelopes, and prepares binders for large projects.
- Sets up conference rooms for meetings; moves furniture and equipment.
- Operates a variety of standard and specialized office support equipment, such as electric paper cutter, spiral binding machine, and digital printers.
- Performs a variety of routine and preventive maintenance, such as cleaning printing equipment and changing toner.
- Formats and finishes word-processing documents, including correspondence, reports, and forms.
- Enters, edits, and retrieves data and prepares periodic and special reports from a computer system, following established formats and menus.
- Prepares and updates a variety of reports and records that may require the use of arithmetic calculations and consolidating materials from multiple sources.
- Enters, checks, files, retrieves, and resolves discrepancies in numeric data.
- Maintains and updates various mailing and membership lists; generates labels for mailings.
- Operates a variety of standard and specialized office equipment, such as typewriters, personal computers, fax machines, telephones, and copiers.
- Maintains records and prepares and processes forms.
- Establishes and maintains office files, researches and compiles information from files, and purges files.
- Provides backup clerical assistance as requested.
- Transports heavy office supplies and equipment weighing up to 60 pounds.
- Drives personnel to and from airport and/or meeting sites with the use of agency vans or moving trucks.
- Delivers materials to off-site meetings and conferences with the use of agency vans or moving trucks.

*Administrative Services Assistant III*

In addition to performance of the above duties, the III level may also perform the following:

- Provides lead direction, training, and work review; organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of assigned work.
- Provides input into selection, evaluation, discipline, and other personnel matters.
- Reviews and proofreads complex word-processed materials for accuracy.
- Provides backup for the Production and Mail Services Supervisor.

### **WORKING CONDITIONS**

- Wear specified safety equipment.
- Work with equipment that requires MSDS (Material Safety Data Sheet) postings.
- Must be available to work overtime and on weekends and holidays.
- Must be available to adjust work schedule as needed for occasional weekend or extended weekday hours.
- Assistance at off-site meetings and conferences may require overnight stays.

### **QUALIFICATIONS**

The level and scope of the knowledge and abilities listed below relate to the duties as defined in Class Characteristics.

#### **Knowledge of:**

- Safe operation of a variety of office, mail, and printing equipment, such as high-production printer, postage meter, electric paper cutter, binding machine, and folding machines.
- The operation of personal computers and the use of specified computer applications, such as word processing and data entry.
- Basic office practices and procedures.
- Basic business arithmetic.
- Basic methods of alphabetic and numeric filing.
- Correct business English, including spelling, grammar, and punctuation.
- Record-keeping principles and practices.

#### *Administrative Services Assistant III*

In addition to the knowledge listed above the III level should also have knowledge of:

- Basic supervisory principles and practices.

#### **Ability to:**

- Understand and follow oral and written instructions.
- Safely operate a variety of office support equipment, such as electric paper cutter, binding machine, and folding machines.
- Maintain accurate records of work performed.
- Perform detailed office work accurately.
- Operate personal computers and use specified computer applications.
- Type accurately and in a timely manner.
- Sort, deliver, and process mail accurately and efficiently.
- Lift materials weighing up to 60 lbs.
- Transport materials weighing 60 or more pounds with the aid of appropriate equipment.
- Comply with health and safety codes.
- Organize own work, set priorities, and meet critical deadlines.
- Communicate effectively in English, orally, and in writing.

- Establish and maintain effective working relationships with those contacted in the course of the work.

*Administrative Services Assistant III*

In addition to the abilities listed above the III level should also have the ability to:

- Plan, direct, and review the work of others on a project or day-to-day basis.
- Use initiative and independent judgment within established procedural guidelines.
- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines.

**Licenses and Certificates:**

A valid California driver license.

**Education and Experience:**

*Administrative Services Assistant I:*

Equivalent to graduation from high school and one year of experience in performing varied clerical and administrative duties that included a combination of at least two of the following tasks: word processing, data entry, mail processing, production, and/or records storage and retrieval.

*Administrative Services Assistant II:*

Equivalent to graduation from high school and two years of experience in performing varied clerical and administrative duties that included a combination of each of the following tasks: word processing, data entry, mail processing, production, and/or records storage and retrieval.

OR

One year as an Administrative Services Assistant I with the judicial branch.

*Administrative Services Assistant III:*

Equivalent to graduation from high school and three years of experience in performing varied clerical and administrative duties that included lead responsibility for a functional area or responsibility for a specialized project relating to word processing, data entry, mail processing, production, and/or records storage and retrieval.

OR

One year as an Administrative Services Assistant II with the judicial branch.