

ADMINISTRATIVE SERVICES ASSISTANT I/II/III-HCRC

DEFINITION

Under supervision, performs a variety of general clerical and office support duties, including mail processing, legal document 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-HCRC is the entry-level class in the Administrative Services Assistant series. Initially under close supervision, incumbents gain skills in mail, freight shipping, office equipment usage and maintenance, production of legal documents for submission to the courts, records storage and retrieval, word processing, data entry, and develop knowledge of HCRC policies and procedures. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Administrative Services Assistant II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications of the higher level class.

Administrative Services Assistant II-HCRC is the journey-level class of this series, competent to independently perform the full range of support duties. Incumbents perform responsible and varied office support duties. This class is alternately staffed with Administrative Services Assistant III, and incumbents may advance to the higher level if they are able to demonstrate specialized expertise 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 works independently under the general direction of legal staff; and/or provides lead direction to assigned staff; and/or performs and coordinates complex and specialized work.

Administrative Services Assistant III-HCRC is assigned to the most complex HCRC administrative services functions and is responsible for specialized projects. Under general supervision of legal staff, incumbents are fully competent to perform the duties required in each of the functional areas of administrative services that support the work of HCRC. 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, legal document production, records management, and clerical projects. This class performs and coordinates

complex and specialized work and may provide work review to assigned staff. This class acts as lead document production and mail services technician.

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, velo-binding machine, scanners, and digital printers.
- Performs a variety of routine and preventive maintenance, such as cleaning printing equipment and changing toner.
- Maintains common production areas such as stocking supplies.
- Formats and finishes word-processing documents relating to administrative services functions, including reports, forms, supply ordering, and vendor correspondence.
- 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.
- 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 and mailing labels.
- Provides backup clerical assistance as requested.
- Transports heavy office supplies and equipment weighing up to 60 pounds.
- Delivers materials to off-site locations such as courts, meetings and conferences.

Administrative Services Assistant III-HCRC

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.
- Serves as a member of internal HCRC administrative committees.
- Identifies administrative services problems and recommends solutions.
- Acts as liaison with vendors regarding the maintenance and service of machines such as postage meter, copiers, binding machines, etc.
- Creates specialized word processing reports regarding the maintenance of office machines, supply inventory and ordering, etc.
- Acts as lead document production and mail services technician.
- Creates, updates and maintains the administrative services manual.
- Trains HCRC staff on the use of office equipment.

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.
- Work in offsite storage areas.
- Move boxes and equipment using hand truck.

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.

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

- State and Federal court rules regarding document submission.
- 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-HCRC

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 in a functional area or responsibility for a specialized project relating to word processing, data entry, mail processing, legal document production, and/or records storage and retrieval.

OR

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