

DESCRIPTION: Under general supervision, performs varied technical support activities to assist a section, unit, or program-administrative supervisor/manager or higher-level administrator with detailed portions of program, technical, or administrative operations; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first full performance classification level of the Staff Assistant class series. Positions in this series are assigned technical support or operational duties and responsibilities encompassing a broad range of kinds of work. This range does not support classification of these positions to a class specialized in a particular office/clerical, secretarial support function nor to a class requiring an understanding of a specific technical or program specific subject matter area. The specific tasks assigned to positions in this series are frequently unique from each other. Staff Assistant positions are typically not assigned full supervisory responsibilities for other employees. Job factors used in classifying positions to levels within this series include size/diversity of the employing agency and program-administrative functions, the scope and impact of work decisions/issues/problems handled, the nature of work related contacts, the authority delegated to act independently, and the nature of supervisory controls and work directives.

Positions in the Staff Assistant I class perform a variety of detailed, time-consuming technical support tasks, in accord with clear, applicable guidelines, relative to the employing agency's program-administrative functions including determining courses of action to take. Positions at this level apply knowledge of standardized rules, policies, procedures, guidelines, or practices to plan and carry out tasks and handle problems. Assignments involve related steps, processes, and methods, and decisions, which require selection from a limited number of options/choices. Some judgment is required in locating, selecting, and applying these directives to specific cases. Work involves providing products or services that affect the accuracy, reliability, and efficiency of other processes or services of the agency. Positions at this level typically interact with others, within the employing agency, who in turn perform different functions and kinds of work or with those outside the agency to provide information or handle customer service transactions.

The Staff Assistant class series differs from the Administrative Assistant series where assigned positions provide a variety of program-administrative related functions exercising independent responsibility for entire program-administrative functions and associated processes and/or significant administrative and management functions for the employing agency. The Staff Assistant series also differs from the Executive Assistant series where assigned positions provide complex office management and administrative support to a high-level executive (such as an agency director, deputy director, or another senior agency administrator). The preponderance of work time for any Staff Assistant position does not reflect conventional secretarial/office support duties.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

S09111 – STAFF ASSISTANT I (continued)

Examines and processes forms, documents, and reports, calculates associated fees or other billings, and responds to requests and inquiries, related to permitting, licensing, application, certification, registration, or other agency program-administrative processes and operations.

Searches/identifies and summarizes pertinent data from statistical, financial, work activity, administrative, and/or program records; creates forms, documents, textual-numerical-graphic material, to assist others in collecting and presenting information for decision-making.

Compiles and checks documents, records, and reports to confirm accuracy, completeness, and status of information and process requests or transactions, and/or to provide the supervisor or other employees with information for making decisions.

Enters, updates, retrieves, and deletes current and archival data, files, records, and documents within hard copy or electronic databases or other record keeping systems; maintains equipment or material procurement, tracking, inventory, or other records.

Prepares packets of information/material relative to agency activities, actions, or requests for distribution to the public, customers, clients, vendors, or contractors.

Reviews work activity data and examines results to recommend policy and/or procedure changes to improve operational effectiveness; proposes answers to questions or modifications to operational policies to facilitate responses/turnaround times.

Implements program-administrative service monitoring/evaluation processes to provide the means for the supervisor to determine the effectiveness of operations directed and associated problems.

Explains policies, criteria, procedures, and processes pertinent to the program-administrative functions to agency employees, state and local officials, and the public to answer their inquiries and to facilitate proper application of these directives and processes.

Contacts agency or other state/local government employees to obtain operational assistance or to relay and verify information on resources available; operates specialized communication equipment (e.g., radios, electronic audio/visual devices).

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the program-administrative work assigned to the position; sources of information pertinent to the assigned work; the principles and practices of record keeping.

Ability to: formulate and recommend alternative courses of action to meet agency and operational goals and objectives; communicate in person and by telephone, computer, email, or correspondence to exchange information and ideas; summarize technical data and results of research and monitoring activities into reports; understand and apply instructions and program-administrative policies and directives; implement decisions made and take action selected by others to achieve work objectives, performance goals, and priorities; learn the organizational structure, mission, and activities of the employing agency; learn agency policies and procedures pertinent to the work assigned.

S09111 – STAFF ASSISTANT I (continued)

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Coursework/training in administrative/office support functions, procedures, and methods, including the operation of personal computers and office equipment; research; or areas related to the programs and functions of the employing agency.

OR

Experience in performing administrative/office/secretarial support work including use of personal computers and office equipment.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).