

ADMINISTRATIVE SUPPORT CLERK 1
ADMINISTRATIVE SUPPORT CLERK 2

CLASS DESCRIPTION

General Responsibilities:

This class series describes the city-wide administrative and clerical work performed by employees of the Comptroller's Office Administrative Services section. Positions in the series are responsible for highly varied administrative support work performed in assigned City agencies. Work is characterized by the need for a considerable breadth of knowledge of City clerical and administrative activities and services, which provides for ad hoc assignment to agencies needing temporary assistance. Work at the higher level includes responsibility for ongoing program activities in multiple departments necessitating judgment, discretion, and initiative in the interpretation and application of program policies, procedures and processes. As employees gain exposure and experience, they work with a high degree of independence in interpreting unit policies and procedures both in ongoing work and as a reference source to others. Work includes utilizing diverse customer software.

This series is structured to provide for career progression from Administrative Support Clerk 1 to Administrative Support Clerk 2 based on increased employee expertise and responsibility, independence of action and experience in and knowledge of systems and processes associated with the work. Movement will be accomplished based on the results of a classification study. Work at both levels is performed under the general supervision of the Comptroller's Office Administrative Services Supervisor.

Administrative Support Clerk 1

This is routine and responsible clerical support work in processing office records (including confidential and sensitive materials), data and materials in assigned City agencies. The work is structured to provide increased independence of action in diverse areas of multiple agencies as experience is gained through exposure to a variety of agency programs, policies, and procedures. This position often requires public contact and clerical work involved in providing programmatic information to a variety of customers and in processing requests for services.

Administrative Support Clerk 2

This is responsible work performing duties in diverse City agencies. The Administrative Support Clerk 2 independently performs work related to elections administration, records retention, ambulance billing, licensing, permitting, public inquiries, and Common Council/committee support. Work often involves researching and processing confidential information as it relates to voter data, criminal backgrounds, medical records, driver's license and Social Security numbers and records, requiring specialized training. The work is characterized by the application of knowledge received through internal training and/or exposure to a variety of diverse multi-agency functions.

Examples of Duties and Responsibilities:

Administrative Support Clerk 1

Perform a wide variety of clerical support functions including data entry, collating, filing and processing records, materials and information on an ad hoc basis. Gather information and compile routine reports.

Process and distribute mail and other materials. Perform receptionist duties and provide information relative to departmental services and programs. Make appropriate referrals. Assist the public, employees or any other internal or external customers by responding to inquiries in person and by phone.

Participate in routine clerical (and related physical) tasks associated with agency services and programs, such as issuing permits and licenses, accepting applications, scheduling appointments, and checking materials in or out.

Maintain manual and computerized records. Compose/create a variety of documents. Assist public in completing forms and applications. Collect fees, issue receipts and perform money transactions. Perform related work as assigned.

Administrative Support Clerk 2

Perform responsible clerical work in a variety of departments on an ad hoc basis, including data and records maintenance, issuance of licenses and permits, taking minutes and generating agendas, processing payroll and other responsible administrative work.

Assist members of the public and City staff by providing program information relative to services offered, qualifications, applications, policies, procedures, or unit operating practices. Determine which inquiries would be most appropriately handled by other staff and make referrals accordingly. Refer inquiries to related external governmental and/or community agencies.

Assist customers accessing City services for which they qualify. Resolve or refer customer inquiries, complaints and/or problems. Exercise judgment and initiative in resolving conflicts.

Prioritize and process multiple concurrent transactions according to unit operating criteria.

Maintain records and statistics. Prepare routine correspondence and reports. Use specialized, diverse computerized programs to enter or retrieve customer information and to perform data collection and analysis.

Provide administrative support to the election process by processing voter registrations, ensuring accuracy with the Statewide Voter Registration System, issue absentee ballots, testing electronic voting equipment, delivering voting equipment to polling places.

Provide administrative support to the licensing process, including assisting the public with filing license and permit applications. Prepare invoices for licenses and renewals.

Provide administrative support in the area of records management and public inquiries, including preparation and routing of contracts for signature, accessing records for compliance with Open Records Law, and notarizing documents.

Utilize Legistar to record and research information. Provide information to departments and the public. Research State Statutes and Municipal Ordinances. Enter agendas and minutes. Scan and attach documents to various computer files, and assist departments in drafting resolutions. Perform related work as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Administrative Support Clerk 1

Working knowledge of general office procedures, methods, and equipment, including the use of computers for word processing and database management. Knowledge of diverse departmental policies, procedures and functions. Demonstrated skill in customer service. Ability to alphabetize, index and perform routine mathematical calculations. Ability to follow written and oral instructions. Ability to perform tasks requiring accuracy and attention to detail. Ability to establish and maintain effective working relationships with co-workers and the public. Ability to communicate effectively, both orally and in writing. Ability to make routine mathematical computations. Ability to type at a net speed of 40 wpm with 10 or less errors. Ability to lift and carry 40 pounds. Ability to maintain adequate attendance.

Administrative Support Clerk 2

All of the above, and working knowledge of varied City departmental procedures, policies, and functions. Working knowledge of related City services and/or community resources. Working knowledge of specialized software used in City agencies. Ability to maintain a high level of customer (internal and external) contact and problem resolution and to effectively refer inquiries. Ability to understand and communicate departmental and programmatic information. Ability to independently perform a delegated office function or assume area of administrative responsibility in a variety of departments on an ad hoc basis. Ability to develop, implement and monitor office procedures. Ability to interpret regulations and make decisions within prescribed policy. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Administrative Support Clerk 1

One year clerical experience which has included the operation of word processing equipment, and working with public. Such experience will normally be gained after graduation from high school or equivalent. Other combinations of training and/or experience which can be

demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Administrative Support Clerk 2

Three years of varied and responsible clerical experience at the Administrative Support 1 level in multiple city agencies through which appropriate program knowledge would be gained to facilitate wide ranging assignments. Demonstrated proficiency in using diverse computerized programs. Such experience would normally be gained after graduation from high school or its equivalent. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of the position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Special Requirements:

Government Accountability Board SVRS and Election Administrator training, Program-specific confidentiality training, HIPAA certification, HUD-certified EIV security awareness training as mandated. Notary Public certification. Program-specific software training including Ambulance billing, Revlic, SVRS, New World, Legistar, GEO, Microsoft Office, DocFinity, Contract Routing, and Elite Live.

Necessary Special Qualifications:

Possession of a valid driver's license or the ability to meet the transportation requirements of the position. Ability to become and remain a Notary Public.

Physical Requirements:

Some assignments will require the physical ability to walk, stand, operate a two-wheel dolly, cart, ladder, vehicle, and to perform repetitive lifting of items weighing up to 40 pounds.

Department/Division	Comp. Group	Range
Comptroller	Comp Group	Range

Approved: _____
 Brad Wirtz
 Human Resources Director
 Date