Class Concept
Positions in this class are characterized by their performance of a variety of basic administrative, clerical, and office support duties. Positions require knowledge of the office or work unit policies and procedures in order to communicate information involving programs, functions, and services. Duties performed may include preparation of documents and reports, the use of office technology, compiling records, organizing and maintaining files, posting information, greeting, referring, assisting visitors, clients, staff, and others, mail distribution, and photocopying.

Recruitment Standards

Knowledge, Skills, and Abilities
- Basic knowledge of program services, policies and procedures; ability to demonstrate and apply this knowledge in performance of office support tasks; ability to explain and interpret program information to clients/customers and staff.
- Basic knowledge of data collection and storage to compile, assimilate, and organize printed and electronic information.
- Ability to convey basic information and ideas through a variety of media to individuals or groups;
- ability to adjust language or terminology to meet needs of the recipient(s).
- Ability to present ideas in written form; ability to use correct grammar, organization, and structure.
- Ability to utilize office equipment and other technology (software and systems) to meet work needs.
- Ability to facilitate the flow of work and coordinate office support activities with other staff; ability to maintain internal and external contacts for work coordination.
- Ability to understand basic issues, identify problems and opportunities to determine the appropriate course of action.

Minimum Education and Experience
High school or General Educational Development (GED) diploma; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.