

Class Concept

Positions in this class are characterized by their performance of a variety of 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, composition of memos and letters, 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. Positions may serve as the primary staff assistant to a department or program manager. Positions may serve as an office coordinator for a work unit.

Within the Department of Transportation, positions in this class may perform of a variety of programmatic responsibilities such as title examining work, oversize/overweight transportation permit approval, heavy equipment program management, Title VI and Title VII program work. Positions require knowledge of the work unit policies and procedures as well as state and federal general statutes in order to communicate information involving programs, functions, and services.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working 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.
- Working knowledge of data collection and storage to compile, assimilate, and organize printed and electronic information.
- Working knowledge of and ability to use correct spelling, punctuation and specialized vocabulary.
- Ability to convey 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 adjust language or terminology to meet needs of the recipient(s); 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 issues, identify problems and opportunities to determine the appropriate course of action.

Minimum Education and Experience

High school or General Educational Development (GED) diploma and one year of administrative experience; or an equivalent combination of education and experience.