

# Classification and Qualification



# STANDARDS

The California State University System

## Administrative Support Assistant

Class Codes 1030-1031-1032

Established 09/01/98

### OVERVIEW:

Positions in this classification are primarily responsible for providing varying levels of general office, clerical, and secretarial support for students, faculty, and staff. The full range of work activities includes processing mail, maintaining files and records, scheduling and arranging appointments, providing budget support, processing of documents and records, gathering data, preparing standard reports, and interacting with and solving problems for work unit customers and staff. Positions in this classification tend to support a function or department, but may support a particular person(s). Positions at the higher skill level may also have work coordination and/or lead work direction responsibilities.

Employees assigned to this classification may be required to use a variety of office support technology and systems including: one or more word processing and spreadsheet packages; use of a mainframe computer to enter data and generate reports; maintenance of a workstation or PC-based database; and use of electronic and voice mail.

### ENTRY QUALIFICATIONS:

Entry to this classification requires fundamental written and oral communication skills, including a sound foundation in English grammar, spelling, and punctuation; an ability to understand standard office procedures; an ability to operate standard office equipment; an ability to learn office technology systems; an ability to perform basic arithmetic calculations; and typing and keyboard skills.

These entry qualifications would normally be obtained through completion of a high school program or its equivalent and some experience in an office environment.

### POSITION SKILL LEVELS:

#### POSITION SKILL LEVEL I

##### Typical nature of work assignments:

- ◆ Clerical work assignments up to moderate complexity, with relatively short work cycles, involving independently implementing standard clerical procedures and practices.
- ◆ Assignments are usually of narrow scope and may involve completing a component of a project.
- ◆ Typically no lead responsibilities, but may assist in training new staff members in procedures and coordinating work activities of less experienced individuals. Accountability is usually limited to own work assignments.
- ◆ Day-to-day work is initially performed with direct supervision and detailed instructions changing to an occasional review as more independence is achieved.
- ◆ Assignments involve limited use of discretion, judgment, and innovation. Policies and procedures are regularly referenced and applied.
- ◆ Assignments involve establishing and maintaining working relationships with others within and outside of the work group.

##### Typical knowledge and skill requirements:

- ◆ Basic knowledge of applicable university infrastructure, policies, and procedures.
- ◆ Working knowledge of English grammar, spelling, and punctuation.
- ◆ Ability to use standard office equipment.
- ◆ Ability to use standard word processing and related computer software packages.
- ◆ Ability to identify and solve standard problems and refer more complex problems to appropriate staff.
- ◆ Ability to perform basic arithmetic functions.
- ◆ Fundamental writing and presentation skills to effectively communicate standard information.
- ◆ Ability to respond to routine inquiries and explain standard policies and procedures to others.

## POSITION SKILL LEVEL II

### Typical nature of work assignments:

- ◆ A full range of moderate to complex clerical and secretarial work assignments involving the use of judgment and discretion in support of an administrative or academic office or individual.
- ◆ Projects are usually of moderate scope and complexity, such as completion of smaller to medium scale projects or discrete components of larger projects.
- ◆ Day-to-day work is performed relatively independently with general instructions, except for new assignments.
- ◆ Own priorities are regularly set and multiple work priorities are managed. May help set priorities for others but primarily accountable for own work results.
- ◆ Assignments may include planning and coordinating clerical work activities and providing lead work direction and/or training and assistance to others in work processes and procedures.
- ◆ Assignments are varied involving the regular use of judgment and discretion. Courses of action are guided by some interpretation of policies and procedures.
- ◆ A variety of problems are addressed and practical, thorough, and at times, creative solutions are developed. Ingenuity may be used to adapt guidelines and procedures to meet new needs.
- ◆ Assignments and projects often involve coordinating with other work groups to gather routine information or solve problems.

### In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:

- ◆ Experience to be proficient in performing most or all work assignments.
- ◆ General working knowledge of applicable university infrastructure, policies, and procedures.
- ◆ Thorough knowledge of office methods, procedures, and practices.
- ◆ Fluency in using standard office software packages.
- ◆ Thorough knowledge of English grammar, punctuation, and spelling.
- ◆ Ability to learn, interpret independently, and apply a variety of complex policies and procedures. Able to identify deviations from applicable policies.
- ◆ Ability to apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions.
- ◆ Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data.
- ◆ Work often involves front line contacts with a variety of campus and community individuals requiring active problem solving and effective interpersonal skills.
- ◆ Demonstrated competence in effectively presenting standard information in writing.
- ◆ Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions.