

Iowa Department of Administrative Services – Human Resources Enterprise
Classification Series Guidelines

Administrative Support Assistant Series

Classes in the Series

<u>Class Code</u>	<u>Class Title</u>
00024/90024	Administrative Support Assistant 1
00025/90025	Administrative Support Assistant 2
00026/90026	Administrative Support Assistant 3
95002	Administrative Support Assistant 4
15005	Administrative Support Assistant 5

Series Concept

Positions in this series perform a diverse range of work encompassing administrative support, clerical, data entry, and related responsibilities aimed at supporting programs, supervisors, or administrators. Positions in this series engage in administrative, clerical, and/or data entry support (as defined below) and related work tasks that contribute to the overall efficiency and effectiveness of the administrative support function.

Exclusions

The following are excluded from classification within this series:

1. Positions that include full supervisory functions.
2. Positions performing:
 - a. clerical and technical accounting work in maintaining general ledger, accounts receivable, and accounts payable);
 - b. para-professional or technical work in an established occupation (e.g., library science, accounting, human resources); or
 - c. paralegal work; or
 - d. cashiering tasks as primary responsibility (e.g., Canteen Clerk/Operator).
3. Positions that perform administrative program work that approximates the entry professional level (e.g., program planning, development, coordination, evaluation, and management work). Typical administrative program work duties are:
 - a. conducts research and determines the cost of resources needed to provide program services;
 - b. writes program plans and prepares grants/budget requests to secure funding;
 - c. explains/defends program needs to funding approval authorities;
 - d. develops program rules, processes, procedures, forms, etc.;
 - e. secures office space and supplies/equipment;
 - f. hires and trains program employees;
 - g. investigates complaints, surveys customers, and evaluates the performance of employees/work processes;
 - h. develops long-term plans for program operation.

Definitions

Clerical work:

Work that supports the efficient operational function of an organization's processes. Typical duties include:

1. *Filing and Record Keeping*: Organizing and maintaining physical and digital files, documents, and records.
2. *Information and Data*: Searching and compiling relevant information and data for various purposes.
3. *Documents/Transactions*: Examining, validating, and/or approving documents or transactions, ensuring accuracy and compliance with established procedures.
4. *Reception*: Greeting visitors, clients, or employees and providing basic information or assistance.
5. *Correspondence*: Providing information orally or in writing.
6. *Typing*: Performing skilled typing tasks with proficiency and accuracy, contributing to efficient document creation and basic data entry.
7. *Copying and Scanning*: Reproducing documents and converting them into digital formats.
8. *Mail Handling*: Sorting, distributing, and processing incoming and outgoing mail.

Administrative support work:

Work that facilitates the smooth functioning of an office, in support of one or more managers, administrators, or program specialists. Typical duties include:

1. *Administrative Support*: Assisting in daily administrative tasks such as answering phones, managing schedules, handling correspondence, and maintaining files.
2. *Scheduling and Calendar Management*: Coordinating and scheduling appointments, meetings, and events for one or more managers, administrators, or program specialists.
3. *Communication*: Acting as a liaison between the organization and clients, customers, or other staff members. Drafting and sending emails, letters, and other communications.
4. *Document Preparation*: Preparing and formatting documents, reports, and presentations. This may involve typing, editing, and proofreading.
5. *Record Keeping*: Maintaining accurate records and filing systems. This includes organizing and managing both physical and digital documents.
6. *Office Organization*: Keeping the office organized and efficient, ensuring that supplies are stocked and office equipment is functioning.
7. *State Property*: Assigning state property to agency personnel for approved state business, maintaining a detailed log of inventory and assets distributed; ensuring transparency and efficient property management.
8. *Travel Arrangements*: Making travel arrangements for staff, including out-of-town travel and processing travel claims.
9. *Meeting Support*: Arranging and coordinating meetings, including preparing agendas, taking minutes, and ensuring necessary resources are available.
10. *Customer Service*: Greeting and assisting visitors, including answering inquiries and directing them to the appropriate contacts.
11. *Technology Proficiency*: Utilizing office software and technology for various tasks, such as word processing, spreadsheet management, and email communication.

Factors used to differentiate levels of administrative support work are the position's:

1. Role in providing technical program information;
2. Personal work contacts;

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3. Responsibility for applying, interpreting, and developing office policies; and
4. Supervision received.

Data entry work:

Work that involves the efficient and accurate typing or keyboarding of text, data, or documents in a fast-paced and high-output environment which requires the skilled use of a keyboard to create, edit, and format various documents. Typical duties include:

1. *Typing*: Reports, correspondence, or other written materials from various sources or the transcriptions of dictation into final copy with speed and accuracy. This often involves utilizing a wide variety of applications, including complex formatting, editing and graphics, chart work, statistical formats, and document creation.
2. *Specialized data entry*: Tasks at an intermediate to complex level, involving the accurate and efficient input of information into computer systems/databases.
 - a. Keying data while ensuring precision and attention to detail.
 - b. Utilizes data entry skills to transfer, organize, and update information within databases, contributing to the smooth flow of digital information and supporting operational efficiency.

Class Distinctions

Administrative Support Assistant 1

Positions in this classification perform a range of routine and/or repetitive clerical work tasks as described above. At this level, the responsibilities are performed under general supervision and are of low to moderate difficulty and varying subject-matter diversity.

Administrative Support Assistant 2

Positions in this classification are primarily focused on administrative support work. These positions may involve some clerical work, but it should be limited and in aid of the administrative support work.

At this level, positions performing administrative support work have the following distinctions:

1. Provides program information to/answers questions from customers, the content of which is common knowledge in the organization or readily available in program materials.
2. Personal work contacts are primarily with employees in the organization and for purposes of communicating information or relaying instructions.
3. Respond to office policy questions from staff that are covered in written guidelines or supervisory instructions; seek clarification from the supervisor or a higher-level staff person, on issues not covered in guidelines and instructions; provides input when office policies are developed or changed.
4. A supervisor or higher-level staff person is normally available to consult with on new or unusual situations.

Also found at this level are positions that perform data entry work as described above.

Administrative Support Assistant 3

Positions in this classification are within one of five concepts.

1. Positions that perform advanced-level administrative support duties with minimal supervision. Positions may have office management responsibilities which include administrative support

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work over a field or central office location. At this level, these positions have the following distinctions:

- a. Provides information and addresses customer inquiries by researching program files, records, and correspondence.
 - b. Has both internal and external organizational contacts that, in addition to communicating information and relaying instructions, are for the purpose of collecting, consolidating, and reporting data.
 - c. Responds to staff on office policy questions not covered by guidelines or instructions and independently interprets and applies them to new or unusual situations; takes an active role in initiating and changing office management policies.
 - d. A supervisor or higher-level staff person is not necessarily available to consult with on new or unusual situations.
2. Specialized agency experts responsible for interpreting, adapting, and applying technical guidelines within their functional area as a sole or primary resource.
 3. Positions that primarily engage with the general public as a spokesperson for the purpose of:
 - a. reviewing and authorizing or rejecting requests/applications related to certifications, claims, monetary benefits, or issuance of licenses, permits, and similar instruments; and,
 - b. fulfilling legal documentation requirements for such transactions.
 4. Positions performing highly specialized data entry work as described above, but involving extensive use of legal, law enforcement, medical, or scientific terminology.
 5. Positions that perform work found in this series and serve as lead workers overseeing a team of at least two Administrative Support Assistants 1s or 2s.

Administrative Support Assistant 4

Positions in this class perform complex/sensitive administrative support duties and serve as the personal secretary to the administrative head of a non-cabinet-level agency, which are as follows:

Department for the Blind	Iowa Law Enforcement Academy
Ethics & Campaign Finance Disclosure Board	IPERS
Office of Consumer Advocate	Public Information Board
Parole Board	Utilities Board
Iowa Communications Network	

Administrative Support Assistant 5

Positions in this class perform complex/sensitive administrative support duties and serve as the personal secretary to the director of a cabinet-level agency or to a statewide elected official who directs a department. Positions may be found in the following agencies:

Administrative Services	Management
Agriculture and Land Stewardship	Natural Resources
Auditor	Public Defense
Corrections	Public Safety
Education	Revenue
Economic Development/Finance Authorities	Secretary of State
Health & Human Services	Transportation
Homeland Security & Emergency Management	Treasurer
Inspections, Appeals, & Licensing	Veterans Affairs
Insurance & Financial Services	Workforce Development
Justice	

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