

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Administrative Support Assistant 3

Definition

Performs advanced-level administrative support work, including managing communications, scheduling, document preparation, supply management, and property assignment; acts as an expert in interpreting, adapting, and applying technical program guidelines; leads and coordinates office support operations; performs highly specialized data entry work involving extensive legal, medical, law enforcement, or scientific terminology; performs specialized clerical work managing files and records, or reviewing and authorizing or rejecting requests or applications for licensure/certification; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Receives/screens visitors and telephone calls; answers routine questions and routes others to the appropriate staff person for handling.

Opens/distributes mail; composes standardized responses to routine inquiries.

Types/proofs correspondence, reports, minutes, etc. for accuracy, grammar, spelling, sentence structure; prepares final draft for distribution.

Translates/transcribes medical jargon and abbreviations from notes into a readable type written format.

Schedules appointments/conferences and arranges for out-of-town travel; processes employee travel claims for reimbursement.

Relays general instructions/messages and contacts employees to collect and consolidate data; maintains control records of assignments (projects, reports, correspondence, etc.); follows up to ensure receipt of information required within established time frames.

Orders office supplies/equipment and processes invoices for payment; arranges for servicing and maintenance of office equipment.

Performs specialized clerical tasks such as coding, authorizing, and recording transactions, exercising independent judgment within agency policies and regulations; reviews and authorizes or rejects requests/applications related to certifications, claims, monetary benefits, or issuance of licenses, permits, and similar instruments.

Assists program specialists or managers with administrative duties including information gathering, budget maintenance, and workflow planning.

Responds to inquiries and provides detailed information about programs, regulations, and procedures to visitors and callers.

Manages confidential, complex, or sensitive files and records.

Prepares correspondence, legal documents, and reports, conducting research as needed.

Compiles and presents statistical or narrative data for agency personnel, government officials, and the public.

Competencies Required

Knowledge:

- Administrative – Administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.

Skills:

- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Coordination – Adjusting actions in relation to others' actions.
- Time Management – Managing one's own time and the time of others.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Two years of full-time work experience in general office, clerical, data entry/processing, or related work.
- 2) A total of two years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes six months of full-time work as an Administrative Support Assistant 2 or eighteen months of full-time work as an Administrative Support Assistant 1.

Notes

Within a period of time after hire, as determined by the appointing authority, employees in this class may be required to type at least 40 WPM net as demonstrated by the completion of a typing examination.

Effective date: 06/25 KC