

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

## Administrative Support Assistant 4

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### Definition

Performs complex and sensitive administrative support duties as the personal secretary to the administrative head of a non-cabinet-level agency; 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

Manages incoming communication across multiple channels (email, phone, in-person) by responding directly or directing inquiries from legislators, media, and the public to the appropriate agency contact.

Coordinates meetings and events by scheduling, preparing materials, managing agendas, documenting discussions, and distributing relevant follow-up information.

Organizes and tracks correspondence and records using digital and physical systems; retrieves and summarizes information as needed for decision-making and reporting.

Drafts, formats, and finalizes written communications, including correspondence, notices, and other official materials.

Arranges travel and expense processing, including booking accommodations, managing itineraries, and ensuring accurate reimbursement submissions.

### 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.
- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- 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.

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**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.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- 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 there is a problem.

**Skills:**

- 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.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- 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.
- Negotiation – Bringing others together and trying to reconcile differences.
- Coordination – Adjusting actions in relation to others' actions.
- Time Management – Managing one's own time and the time of others.
- 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.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Minimum Qualification Requirements**

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

- 1) Three years of full-time work experience in a secretarial or administrative support capacity.
- 2) All of the following (a and b):
  - a. One year of full-time work experience in a secretarial or administrative support capacity; and
  - b. A total of two years of education and/or full-time experience (as described in part a), 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 eighteen months of full-time work as an Administrative Support Assistant 2 or six months as an Administrative Support Assistant 3.

*Effective date: 06/25 KC*