

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

Administrative Support Assistant 1

Definition

Performs a range of routine and/or repetitive clerical work tasks of low to moderate difficulty and varying subject-matter diversity; 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

Organizes and maintains physical and digital files, documents, and records; maintains files of forms and reports; files material alphabetically, numerically, etc. for future reference.

Searches and compiles relevant information and data for various purposes.

Examines, validates, and/or approves documents or transactions, ensuring accuracy and compliance with established procedures.

Greets visitors, clients, or employees and provides basic information or assistance.

Provides information orally or in writing; handles emergency calls and contacts proper authorities; locates and refers to proper persons for incoming telephone calls.

Performs skilled typing tasks with proficiency and accuracy, contributing to efficient document creation and basic form/data entry.

Reproduces documents and converts them into digital formats.

Sorts, distributes, and processes incoming and outgoing mail; delivers incoming mail to the appropriate location.

Delivers messages, documents, and packages; receives incoming supplies, checks receipts, and reports discrepancies; sorts and categorizes materials; assists in physical inventories.

Answers the telephone, takes messages, and routes information; operates noncomplex office equipment and telephone switchboard.

Composes routine or recurring correspondence frequently; gathers information; provides non-technical information and responds to inquiries.

Maintains records of staff and client lists; updates contact lists and monitors for changes.

Assists and guides new employees or volunteers in basic clerical tasks.

Verifies and processes purchase orders and related documents; reviews statistical reports for completeness and accuracy.

Exercises judgment in making non-technical decisions; interprets administrative decisions and policies.

Competencies Required

Knowledge:

- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.
- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating 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.

Abilities:

- Clerical – Maintain complex clerical records.
- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- 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).
- Selective Attention – Concentrate on a task over a period of time without being distracted.

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.
- 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.
- Service Orientation – Actively looking for ways to help people.
- Time Management – Managing one's own time and the time of others.

Minimum Qualification Requirements

No specific education or work experience required.

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