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

Administrative Support Assistant 2

Definition

Performs a variety of moderately complex administrative support tasks, including communications, scheduling, document preparation, and record keeping; performs skilled data entry work in the efficient and accurate typing or keyboarding of text, data, or documents in a fast-paced and high-output environment; 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 communications, including screening calls, handling mail, and composing responses.

Arranges and coordinates meetings, including preparing agendas, taking minutes, and ensuring necessary resources are available.

Maintains accurate records and filing systems for both physical and digital documents.

Assists with document proofreading and editing, correcting errors in grammar, spelling, and punctuation.

Produces and maintains various documents, including correspondence, reports, and forms, ensuring accuracy and proper formatting.

Coordinates vehicle assignments and maintains fleet inventory and service records.

Schedules and oversees maintenance and repair of fleet vehicles, including issuing repair orders and managing parts inventory.

Operates and monitors computerized information systems and peripheral equipment, reporting any issues to supervisors.

Performs data entry and validation tasks, ensuring accuracy and completeness of information.

Maintains employee records, schedules appointments, makes travel arrangements, and processes travel claims.

Orders office supplies and equipment, arranges for servicing and maintenance, and initiates changes to office policies and procedures.

Provides guidance and support to lower-level clerical staff, including training and reviewing work.

Types reports, correspondence, or other written materials from various sources or the transcriptions of dictation into final copy with speed and accuracy; creates documents involves complex formatting and graphics, chart work, and statistical formats.

Enters data/information into computer systems/databases with precision and attention to detail; transfers, organizes, and updates information within databases, to ensure the smooth flow of digital information and support operational efficiency.

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.

- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and 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.

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:

- 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.

- 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.

Minimum Qualification Requirements

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

1) One year of full-time work experience in general office, clerical, data entry/processing, or related work.

2) A total of one year 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 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