

RUTHERFORD COUNTY, TENNESSEE CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

ADMINISTRATIVE SUPPORT I

FLSA STATUS:

NON-EXEMPT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform administrative/secretarial work associated with providing administrative support and processing information/documentation relating to the assigned department. Duties and responsibilities include greeting visitors and answering telephone calls, providing customer service, preparing, or processing various department documentation, conducting research, maintaining records, performing data entry, and performing tasks specific to the assigned department. Reports to Animal Shelter Supervisor.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides secretarial/clerical support for the assigned department

Processes a variety of documentation associated with department operations, within designated timeframes and per established procedures

Acts as liaison with other departments/divisions, state/local agencies, professional individuals/groups, the public or other individuals/agencies in matters pertaining to department programs or operations

Coordinates communications and conveys information among division/department personnel

Performs reception functions

Answers telephone calls and greets visitors

Ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages

Initiates and returns calls as necessary

Performs customer service functions

Provides information/assistance regarding department services, activities, procedures, fees, or other issues

Distributes forms/documentation as requested

Responds to routine questions, complaints or requests for service

Initiates problem resolution

Attends meetings as required

Maintains records

Gathers various information, data, reports, and/or files as requested

Enters calls into Chameleon from Officers and ensures they are dispatched appropriately

Prepares/generates reports for submission to department managers and/or to outside agencies

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Initiates requests/orders for new or replacement supplies

Signs for incoming packages

Prepares outgoing mail for pickup

Types, prepares, or completes various forms, reports, correspondence, lists, work orders, meeting minutes, legal notices, charts, graphs, or other documents

Reviews, completes, processes, forwards or retains as appropriate

Operates a computer to enter, retrieve, review or modify data

Performs data entry functions by keying data into computer

Verifies accuracy of entered data and makes corrections

Utilizes word processing, spreadsheet, database, email, computer mapping, or other programs

Performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner

Coordinates service/repair activities as needed

Conducts research functions as needed

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or updating department manuals/documentation

Communicates with supervisor, employees, other departments, vendors, customers, law enforcement personnel, court personnel, inmates, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems

Maintains confidentiality of departmental documentation and issues

Must work hours as scheduled

Completes work at assigned work station as determined by supervisor

ADDITIONAL FUNCTIONS

Also provide customer service to the public via phone or in person

Performs basic cleaning/housekeeping tasks associated with maintaining work area

Provides assistance or backup coverage to other employees or departments as needed

Performs other related duties as required

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by two (2) years previous experience and/or training involving secretarial work, office administration, basic bookkeeping, customer service, record management, personal computer operations, and training/experience in area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May require possession and maintenance of valid State of Tennessee Notary Public certification. Must possess and maintain a valid Tennessee Driver's License.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Include performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involve semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Tasks: Moving around the office, going to the courthouse and mailbox, counter/customer service

Surface: Carpet

Estimated Total Hours: 2-3 **Maximum Continuous Time:** 30 minutes

2. SITTING

Tasks: Secretarial Duties

Estimated Total Hours: 4-5 **Maximum Continuous Time:** .5-1

3. LIFTING/CARRYING

Objects:

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X	X		
11-25 lbs			X	X	
26-50 lbs				X	
51-75 lbs				X	
76-100 lbs					X
>100 lbs					X

4. PUSHING/PULLING
Objects: Boxes hand Cart

Height of hands above floor during push: 3' (Waist High)

5. CLIMBING
Tasks: Steps

Height: 3 Flights

Frequency: 2 x day

6. BENDING/SQUATTING/KNEELING
Tasks: Filing

Frequency: every day

7. REACHING
Tasks: Normal office duties

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Front	10X	5 seconds	> 10 lbs
21-36"				

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	100 % of time
Outside	% of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping		X
General Cleaning	X	
Handling Trash	X	

10. LIST TOOLS, EQUIPMENT AND MATERIALS USED

Computer, typewriter, calculator, miscellaneous office equipment

11. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Hourly
Grasp	X		Hourly
Fine Motor i.e.: writing, twisting hands or wrist, etc	X		Hourly

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Full Legal Name (printed)

Employee's Signature

Date