

Benchmark Job Description

Benchmark Job Title	<u>Administrative Support I</u> CL-23
Occupational Group	Administrative Court Support

Job Summary

Administrative support positions provide office assistance in accordance with approved internal procedures and policies. These positions include those “mixed duties” or hybrid jobs that provide a variety of administrative and technical assistance to ensure the smooth and efficient management of the office. Administrative support positions encompass areas such as secretarial support to court unit staff, managers, and/or executives, as well as a variety of administrative services such as human resources, procurement, finance, budget, property management, space and facilities and statistical maintenance. Administrative support positions at this level of function perform lower level administrative support duties such as filing, copying, distributing mail, inputting data, answering phones, typing, formatting, assembling reports and greeting visitors/clients.

Representative Duties

These representative duties are intended to provide generalized examples of major duties and responsibilities that are performed by many positions in this benchmark. These representative duties are NOT intended to include any tasks or duties unique to a particular work location or position, nor are they intended to reflect all duties performed by positions covered by this benchmark.

Provide office support and assistance for the administrative functions of the office, which may include any or all of the following duties and responsibilities:

- Perform receptionist duties by greeting visitors/clients in person and on the telephone, answering routine questions, and directing visitors/callers to the appropriate person or department.
- Prepare reports, form letters, notices, and other correspondence using templates and forms. Assist with preparing correspondence and documents, including typing, keyboarding, formatting, and generating documents from templates, notes, and dictation. Maintain correspondence control records.
- Perform data entry functions. Generate standard reports from databases and computerized systems. Track statistics and data.
- Receive, prioritize, and route all incoming materials from within the court to appropriate individuals in the office. Receive, screen, and route incoming and outgoing mail to appropriate persons or offices; process mail requiring special handling; and, provide outside messenger service.
- Maintain, update, and track paper and electronic files; make copies and deliver documents to staff. Assist records and reproduction staff with scanning, copying, filing, stamping, and locating files and documents.
- Schedule appointments, arrange meetings, and maintain staff calendars.
- Report matters regarding the office’s physical needs (such as heating, cooling, lighting, and cleaning).

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Administrative Management

- Skill in filing and knowledge of filing requirements. Ability to file, extract, and re-file documents accurately and appropriately. Ability to follow detailed instructions and multitask. Skill in organizing own work.

Court Operations

- Ability to apply the court's policies, procedures, practices, and guidelines related to office administration. Ability to learn court operations and legal terminology. Ability to learn office department and organizational roles and responsibilities.

Judgment and Ethics

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

- Skill in spelling, grammar and proof reading. Ability to communicate effectively (orally and in writing) to individuals and groups to provide information. Ability to interact effectively and appropriately with the public, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to interact tactfully with a wide variety of people.

Information Technology and Automation

- Knowledge of software and keyboarding for word processing, data entry, email, computers and report generation. Skill in using standard office equipment (telephones, copiers, fax machines, scanners, etc.). Skill in keyboarding, typing, and data entry. Skill in using a multi-line telephone efficiently and in a timely basis.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to contribute to the smooth and efficient administration of the office by providing, in a support role, clerical and other related services; and serving as back-up for other administrative staff in the office. Errors in judgment or discretion can lead to incorrect or improper information being disseminated. Responding to competing priorities, maintaining confidentiality and handling persons tactfully are essential to providing quality administrative services in a courteous and efficient manner.

Factor 3 – Complexity and Decision Making

The tasks performed are relatively straightforward. While most aspects of the incumbent's work are standard, some aspects present challenges in handling a variety of persons, problems and subject areas. Employees with the required education and experience can learn the assignments quickly. Administrative Support I employees make decisions based on well-defined policies, standards, and procedures and refer unusual circumstances to a more senior-level staff person or supervisor.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are peers, managers, executives, judges and chambers staff, staff of other court units, and Administrative Office staff for the purpose of providing routine administrative support.

Factor 4B – Interactions with External Contacts

The primary external contacts are members of the bar, the public, vendors/contractors and governmental agencies for the purpose of exchanging information and providing basic customer service and assistance.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting and may occur at off-site meeting locations or temporary duty stations.
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