

Job Family Description

Jobs whose primary duties generally involve providing administrative, operations, office, and/or customer support. Individuals in these positions are generally responsible for internal and external communications, customer interaction, recording and retrieval of data (other than computer programmers) and/or information and other paperwork required in an office.

SC0001	Admin Svcs I	Grade 101
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Level Definition:

Work activities are associated with performing basic office support duties of a clerical or secretarial nature. Positions may be comprised of duties of a general office nature or may be specialized, as in medical, legal, human services, etc., also may include document management. Positions perform work under direct supervision.

Jobs at this level include:

Data Input Operator I, Document Imaging Spec I, Human Svc Aide I, Office Asst I

Knowledge Skills & Abilities

Ability to communicate effectively in writing and verbally. Ability to interact effectively with others. Skill in collecting and organizing data. Ability to apply general rules to specific problems. Ability to complete work assignments accurately. Ability to use tools necessary for assigned work. Knowledge of office practices and procedures.

Minimum Education & Experience

High School diploma or GED. Hiring agency may specify additional education, experience and/or additional qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment.

SC0002	Admin Svcs II	Grade 102
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Level Definition:

Work at this level involves a variety of basic office support duties of a clerical and/or secretarial nature that includes completion of several steps; analysis of data to identify facts and required action; and minor decision-making based upon well-defined rules, regulations, methods, and procedures with limited deviation as the duties are repeated. May assume a lead role at times. Work is normally performed under general supervision.

Jobs at this level include:

Library Assoc I-II, Data Input Operator II, Data Input Supervisor I, Med Claims Svc Specialist I, Child Support Payment Tech, Doc Imaging Specialist II, Claims Examiner I, Licensing Specialist I, Health Info Tech I, Human Svc Aide II, Driver's License Examiner I, Office Asst II-III, State Fleet Dispatcher.

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Ability to analyze, monitor, and input records. Knowledge of records administration and maintenance. Skill in collecting, organizing, and analysis of semi-complex data. Some positions may require knowledge of maintenance and repair of simple equipment. Ability to process and handle confidential information with discretion.

Minimum Education & Experience

High School diploma or GED and minimum one-year experience in office support or customer service as dictated by hiring agency or associate's degree in related field. Hiring agency may specify education, experience and/or

additional qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment.

SC0003	Admin Svcs III	Grade 103
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Level Definition:

Work at this level involves the application of knowledge regarding rules, regulations, policies, and procedures in carrying out complex administrative office support duties. Work involves completing several steps; analyzing multiple sources of data to identify facts and required action; and making and communicating decisions to customers. Work is normally performed under general supervision after initial training period. Work differs from lower levels in that this work is more complex because of the breadth and depth of knowledge and responsibility associated with a variety of duties and with a greater degree of impact of decisions made. May provide task-specific training and guidance to lower level staff.

Jobs at this level include:

Admin Asst I, Hr Tech I, Data Input Super II, Med Claims Svc Spec II, Claims Examiner II, Commercial Motor Carrier Permit Tech, Housing Prog Tech I-II, Licensing Specialist II-III, Medical Bill Reviewer, Health Information Tech II, Eligibility Worker Tech, Driver’s License Examiner II, Member Svs Rep.

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Ability to handle difficult situations with composure. Skill in the use of analytical tools and data analysis methods. Ability to work effectively within a complex work environment. Ability to devise solutions to administrative or operational problems. Ability to make sense of, combine, and organize information into meaningful patterns. Skill in assessing the performance of others. Knowledge of inventory control. Ability to interact effectively with client populations.

Minimum Education & Experience

Associates degree with emphasis in office related functions or customer service and one-year experience; or high school diploma (or GED) and agency specified certifications or agency specified years of experience, greater than AA degree level) in appropriate function. In addition to minimum requirements defined for lower levels, hiring agency may specify education, experience and/or additional qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment

SC0004	Admin Svcs IV	Grade 104
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Level Definition:

This work is considered a very high level of administrative office support. Therefore, individuals in positions assigned this classification most often report to senior-level management. Work involves significant responsibility for management and coordination of administrative office support and/or business functions, such as purchasing, printing, and fundamental accounting-related functions. Therefore, work at this level is of a highly complex and sensitive nature, often requiring extensive contact with customers and the general public, and requires a high degree of knowledge, skills, and abilities and/or specialization in specific subject matter. Work activities involve decision-making within parameters of approved policies and procedures. Often work at this level is considered a working supervisor.

Jobs at this level:

Records Mgmt Spec, Admin Asst II-III, Admin Officer I, Job Svc Prog Admin Asst, Vet Benefits Specialist, HR Tech II, Unemployment Insurance Claims Ctr Rep, Unemployment Insurance Claim Spec, Records Mgmt Spec, Criminal

Records Spec I-II, DL Examiner Supervisor, Legal Asst I, Child Support Payment Spec, Eligibility Worker I-II, Job Svc Prog Admin Asst, Customer Service Rep, Customer Service Rep – Job Svc, Customer Svc Specialist – Job Svc.

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Ability to set priorities and determine workflow. Skill in evaluating alternative solutions, conclusions, or approaches to problems. Ability to apply general rules to specific problems. Ability to handle difficult and stressful situations with composure. Skilled at conducting and analyzing basic research and communicating results. Ability to analyze and solve work related problems.

Minimum Education & Experience

Associates degree with emphasis in office related functions or customer service and four years’ experience in same fields; or high school diploma (or GED) and agency specified certifications plus experience in appropriate functions, which is two-years greater than AA degree. In addition to minimum requirements defined for lower levels, hiring agency may specify education, certifications, experience and/or additional qualifications depending on the position to be filled. Agency may specify that college level coursework in a directly related field may substitute for required work experience on a year-for-year basis. The agency will specify the nature of qualifying work experience at time of recruitment.

SC0005	Admin Svcs V	Grade 105
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Level Definition:

Individuals at this level must have gained a higher level of knowledge of the structure and mission of the agency. Must also have experience to perform more complex investigations and research and handle increased administrative responsibility that may include oversight of a major administrative function such as accounting and budget and assisting in the development and maintenance of policies and procedures. Often manages the work of others. Work at this level involves a comprehensive understanding of all basic, intermediate, and advanced services and programs being provided within an agency.

Jobs at this level include:

Admin Officer II, Customer Svc Consultant, Customer Svc SR Consult, HR Tech III, Legal Asst II, Claims Adjuster I-II, WSI, UE Insurance Claims CTR Super, Eligibility Worker Super, Job Service Prog Admin I, Employee Benefit Program Specialist, Licensing Administrator, Admin Staff Officer I-II, Visitor Svs Coordinator (SHS)

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Skill in assessing the performance of the organization and to take corrective actions or direction changes as necessary. Ability to makes sense of, combine, and organize information into meaningful patterns. Ability to develop, interpret, and evaluate policies and procedures.

Minimum Education & Experience

Associates degree with emphasis in office related functions or customer service and four years’ experience in same fields; or high school diploma (or GED) and agency specified certifications plus experience in appropriate functions, which is two-years greater than AA degree. In addition to minimum requirements defined for lower levels, hiring agency may specify education, experience and/or additional qualifications depending on the position to be filled. Agency may specify that college level coursework in a directly related field may substitute for required work experience on a year-for-year basis. The agency will specify the nature of qualifying work experience at time of recruitment.

SC0006	Admin Svcs VI	Grade 106
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Level Definition:

Work consists of coordinating the daily activities of an assigned section of the agency business. Work at this level involves performing the most highly complex technical and professional assignments in the coordination of administrative and office functions. Defines, directs, and provides leadership for highly complex and challenging programs or projects. Most often manages the work of others either directly or indirectly.

Jobs at this level include:

Customer Svc Office Mgr, Benefit Prog Admin, Job Service Prog Admin II, Mgr Risk Management/Workers Comp Program

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Knowledge of principles involved in strategic planning, resource allocation, and coordination of people and resources. Ability to develop, interpret, and evaluate policies and procedures. Ability to devise solutions to administrative problems. Ability to implement new systems and evaluate their effectiveness. Ability to solve program or service-related problems; determine actions to be taken in unusual circumstances within parameters established by formal policy, procedures, and standards.

Minimum Education & Experience

A bachelor's degree and agency specified additional years of experience. In addition to minimum requirements defined for lower levels, hiring agency may specify education, experience and/or additional qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment.

Job family descriptions are not to be used as the sole determinant for classification assignment. Classification analysis includes a review of the job family description, comparisons to other state-wide positions, review of the job description and classification request, organizational structure, and agency information.