

CITY OF CHATTANOOGA

Classification Specification Title: Administrative Support Assistant 1

Department: Multiple

Pay Grade: GS.03

Supervision Received From: Multiple

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/29/07

Revision Dates: 3/28/25;

8/27/24; 10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for providing routine clerical duties including answering telephones, greeting and assisting visitors, filing, performing data entry and distributing mail. Duties include scheduling conference rooms for department meetings and City events; ordering and maintaining inventory of department supplies; receiving and generating service requests and dispatch crews and reporting building maintenance issues. Work requires close supervision (although most tasks are so routine that little supervision is required).

SERIES LEVEL:

The Administrative Support Assistant 1 is the first level of a four-level administrative support series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Perform various routine clerical duties utilizing standard office equipment to include screening incoming calls; taking and transmitting messages; maintaining calendars; keyboarding information into databases; making photocopies; performing data entry; faxing documents; typing; requisitioning supplies and word processing.

Respond to requests for information from the general public; answers routine questions; directs callers to appropriate internal departments and/or external organizations. Enters information into applicable databases and/or other computerized systems to collect and maintain records and information in assigned areas of responsibility. Files documents alphabetically, numerically or by other prescribed methods.

Receive, sort, file, and/or distribute a variety of correspondence, reservations, invoices, fees, work orders, reports, service requests, materials, deliveries, mail and/or other applicable items. Schedules conference rooms and/or other related facilities for department meetings and City events.

Monitor and restock office supplies and materials; initiates the replenishment of applicable inventory and supplies.

Assist with coordinating department activities such as tracking work and change orders, reporting building maintenance issues, dispatching crews to areas requiring service, relaying communications, researching and locating standard or routine information and providing related support.

Participate in special projects and/or other activities in support of efficient and effective department operations.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Perform other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED and six (6) months related office support experience or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Knowledge of customer service principles; modern office procedures, methods and equipment; basic report preparation techniques; record keeping principles; keyboarding techniques and filing principles and practices. Skill in using computers and related software applications; providing customer service; filing; keyboarding; using modern office equipment; preparing and proofreading a variety of routine reports and/or documents; maintaining records and files and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information, and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.