



ADMINISTRATIVE SUPPORT OFFICER

Definition

Under direction, the Administrative Support Officer performs and coordinates fiscal, office management, personnel, and administrative functions in a VTA division or large organizational sub-unit; and supervises clerical and technical staff performing support activities.

Distinguishing Characteristics

The Administrative Support Officer class differs from the Office Support Supervisor class by performing and supervising a variety of administrative and business management activities such as budget preparation and control rather than performing clerical work in support of these activities. Positions in this class also develop and revise administrative policies and procedures affecting the division as a whole whereas the activities of the Office Support Supervisor are limited to the clerical aspects of a particular office function.

The Administrative Support Officer differs from the class of Management Analyst in that the Management Analyst primarily performs professional level analytical studies and/or projects. The Administrative Support Officer primarily performs administrative tasks in support of the day-to-day activities of the organizational unit.

Typical Tasks

- Performs and supervises the centralized administrative and business management operation of a VTA Division including personnel, accounting, budgeting, office management, and analysis of procedures;
 - Develops and implements administrative, clerical, and fiscal procedures and policies;
 - Maintains budget, inventory, purchasing, and personnel records;
 - Conducts studies and prepares reports recommending improvement on division/department operations including procedures, systems, office space requirements, organizational structure, expenditure of funds, types and effectiveness of equipment, and other special projects;
 - Recommends methods for improvement of procedures and coordination of departmental functions;
 - Interviews, selects, supervises, trains, motivates, assigns, evaluates, counsels, and disciplines staff;
 - Prepares or assists in the preparation and maintenance of departmental training and operating and procedures manuals;
 - Assists the administrator by handling correspondence within assigned areas of responsibility;
 - Serves as liaison between departments on all administrative and personnel matters;
 - Creates and uses computer data bases for tracking, monitoring, and reporting of organizational information;
 - Compiles, reviews, and comments upon personnel and budget requests;
 - Prepares statistical and narrative reports, correspondence, and other documents;
 - Develops and maintains filing and record keeping systems and procedures;
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- Represents the department on various training, safety, and other committees;
- Prepares and administers contracts;
- Performs other related work as required.

Employment Standards

Sufficient training, education, and experience to demonstrate possession of the required knowledge, skills, and abilities.

Development of the required knowledge, skills, and abilities is typically obtained through a combination of training and experience equivalent to completion of the 12th grade and three years of administrative or business management experience. Qualifying administrative experience includes experience in relieving an administrator of assigned administrative detail and preparing reports and recommendations for administrative action. Course work and/or experience in computer software programs, including word-processing, database, and spreadsheets are required.

College level coursework in business administration, public administration, or management is desirable and may be substituted for one year of the required experience.

Knowledge of:

- Principles and practices of management relating to training, evaluation, and supervision of subordinates;
- Office management principles, methods, and procedures;
- Record keeping systems and the operation of common office equipment;
- Basic mathematics, statistics, administrative survey techniques, and research methods;
- Principles and practices of public and business administration, including organization and personnel, fiscal management, and budgetary control;
- Basic accounting principles and payroll procedures.

Ability to:

- Understand, analyze, and implement administrative policies, practices, and procedures;
- Represent management in dealing with a variety of administrative policies, practices, and procedures with other departments, employees, or other agencies;
- Select, train, evaluate, and supervise the work of subordinates, and take disciplinary action when necessary;
- Plan, coordinate, and initiate action necessary to implement decisions related to operating practices, programs, and policies;
- Communicate effectively, both orally and in writing;
- Acquire thorough knowledge of department rules, regulations, procedures, and functions and apply these to work projects;
- Interpret and apply specific laws, ordinances, office policies, and procedures;



- Operate modern office equipment, including personal computers (with common software including word processing, data base, and spreadsheet software) and learn software programs specific to the work unit;
- Collect and analyze information, and prepare reports and numerical summaries and solve problems independently;
- Compile and monitor budget and personnel information;
- Calculate solutions to mathematical problems involving addition, subtraction, multiplication, and division;
- Perform or supervise the maintenance of records on a computerized data base;
- Prepare and administer contracts;
- Establish and maintain effective relationships with those contacted in the course of work.