



JOB DESCRIPTION

****** SENSITIVE ******

Job Title: Administrative Support Technician
Dept/Division: Social Services/TANF
Unit: Social Services - Administrative
Job Family/Class: Administrative Support
Supervised by: Program Manager
Employee Type: Hourly
Pay Grade: 14

NATURE OF WORK:

This is the second level in the administrative support series requiring a general knowledge of departmental policies and procedures. Incumbents are responsible for performing detailed, confidential data entry, compiling reports, creating basic correspondence, providing routine and non-routine clerical support to staff and/or management, and performing basic quantitative and/or quality assurance reviews of forms, document files and processes within established guidelines.

ESSENTIAL FUNCTIONS:

- Performs various routine clerical duties, utilizing standard office equipment, to include: screening incoming calls, taking and transmitting messages, maintaining calendars, keying information into databases, making photocopies, performing data entry, faxing documents, typing, and word processing.
- Processes routine forms, requisitions, purchase orders, payments, claims, warrants, and/or other related items.
- Responds to requests for information from the general public; answers routine questions; directs visitors to appropriate locations.
- Maintains filing system which may include entering, sorting, and verifying data into a computer system.
- Types a variety of documents with utmost accuracy, which may include: correspondence, reports, memos, notices, forms, contracts, schedules, meeting agendas and minutes, and/or other related materials.
- Performs spot checks of inventory and orders supplies as needed.
- Performs other duties of a similar nature or level.
- Performs other duties of a similar nature or level as requested by supervisor or director.

ESSENTIAL KNOWLEDGE AND SKILLS:

Knowledge of:

- Clerical and office support practices;
- Assigned department operations and functions;
- Customer service principles and practices;
- Recordkeeping principles;
- Basic mathematical concepts, such as addition, subtraction, and multiplication;
- Filing procedures and practices;
- English language, grammar, and punctuation;
- Yaqui culture, customs, resources and traditions and/or a willingness to learn.

Skills in & Ability to:

- Operate a variety of office equipment, including a computer and related software applications, telephone, fax machine, and adding machine;
- Maintain files and records;
- Prepare a variety of business correspondence, records, reports, documents and forms;
- Follow oral and written instructions, policies, and procedures;
- Maintain various confidential records;
- Good communication and interpersonal skills as applied to interaction with co-workers, supervisor, management, Council members and the general public. Ability to sufficiently exchange or convey information and receive verbal and written work instructions.

TRAINING AND EXPERIENCE:

High School Diploma (State of Arizona Certificate of Completions) or G.E.D. and two (2) years of clerical experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS:

- Must possess and maintain a valid Arizona Driver's license;

SENSITIVE BACKGROUND CHECK:

- Must have a current Level 1 Arizona Clearance Card or be able to obtain the Level 1 Arizona Clearance Card within ninety (90) days of hire. Failure to maintain a current Level 1 Clearance Card will result in removal from this position.
- Must provide at least three (3) business related reference letters.
- Must pass a background check and drug test. Funding and sensitivity of position will determine fingerprinting requirement.

Applicants and employees may be subject to criminal background and character investigation in accordance with applicable federal laws including, but not limited to: Indian Child Protection and Family Violence Prevention Act (25 U.S.C. Section 3201), Minimum Standards of Character and Suitability for Employment (25 CFR 63), Section 231 of the Crime Control Act (P.L. 101-647), and Child Care Worker Employee Background Checks (42 U.S.C Section 13041).

TRIBAL VEHICLE USE POLICY NOTICE:

This position may require the use of personal, GSA or Tribal vehicle for Tribal business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for Tribal business will be prohibited if the employee is not authorized to drive a Tribal vehicle or if the employee does not have personal insurance coverage.

Failure to maintain a driving record that would allow you to drive Tribal or GSA vehicles may result in removal from this position.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: finger dexterity, feeling, talking, hearing, seeing and repetitive motions, stooping, kneeling, crouching, reaching, standing, walking, pushing, lifting, climbing and balancing. Incumbents may be subjected to moving mechanical parts, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, travel and work space restrictions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

This position will require the incumbent to work non-traditional hours, nights and weekends.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities or restrict management's right to assign or reassign, direct the work of employees under their supervision. Essential functions may vary based on the specific tasks assigned to the position.

Review and Approved by:

Maria Pasano
Department Head and/or Designee

11/27/13
Date

Jean S. Tucker
H.R. Manager/Classification & Compensation

12.02.13
Date

Debra Hill
Human Resources Director

12/2/13
Date

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