



Job Title	Office Support Assistant	Job Code	AS0212
Pay Plan	USPS	Pay Grade	13
Union	AFSCME	Union Code	22
Job Family	Administrative Management and Services	Subfamily	Administrative Support

Job Family & Subfamily Summary

Administrative Management and Services Professionals provide administrative support and assistance to one or many departments, administrative areas or executives.

Administrative Support Professionals performs administrative and clerical functions for various units. Duties include answering phones, greeting/referring/assisting visitors, customers, staff, or others, preparing documents and reports, compiling records, scheduling meetings, organizing and maintaining information, coordinating calendars, and providing high-level administrative assistance to executives.

Job Summary

Performs a wide variety of general office support duties. Duties include data entry, mail handling, filing, composing routine correspondence, answering phones, greeting visitors, scheduling, and arranging simple events.

Representative Duties

1. External and Internal Relations

- Greets visitors and directs them to the correct location
- Answers external phone calls and directs inquiries correctly within the organization
- Provides information for routine inquiries
- Accepts and signs for deliveries
- Screens, sorts, and distributes mail

2. Office Support

- Ensures standard office machinery (e.g. phones, printers, copiers, and fax) is in working order
- Supports scheduling efforts of individuals and meeting spaces
- Assists with routine data entry requests
- Handles the closing and opening of office/meeting spaces
- Assists other administrative support personnel in efforts to manage office

3. Communications Support

- Assists in mass communications/mailings (includes mail merges or database reports)
- Prepares and maintains files in accordance with established guidelines and/or templates
- Assists in outreach to external constituents, under direction of supervisor

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	High School Diploma or Equivalent	
Certification(s)		
Licensure(s)		
Work Experience		
0+ years of relevant work experience		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.