



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

OFFICE AND ADMINISTRATIVE SUPPORT WORKERS, ALL OTHER

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Office & Admin Support Worker, AO-B	R9199B	35	
Office & Admin Support Worker, AO-O	R9199O	40	
Office & Admin Support Worker, AO-A	R9199A	45	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

All office and administrative support workers not listed separately.

Nature of Work

Office and administrative support workers perform a range of general office/clerical tasks requiring general office skills, plus a comprehensive knowledge of policies and procedures. Tasks include: preparing and processing documents; creating and/or maintaining record keeping systems; and copying and collating documents. Other tasks may include, but are not limited to: answering phones, operating camera/scanner, processing mail, ordering and distributing supplies; assisting the public and others to locate, view or assemble filmed, scanned, or archived documents and/or information. Office and administrative support workers provide the public and others with information and assistance in completing forms and applications; locates and assembles records and information which may be complex or difficult to identify, and which may require substantial research, judgment, and subject matter knowledge. They may perform bookkeeping duties, process payroll, accounts payable/receivable, etc.; maintaining calendars, schedules and coordinate appointments, meetings, training, facilities and other activities; assists in the training of vendors and new employees; ensuring an adequate supply of materials by ordering, receiving, inspecting and storing equipment, merchandise, commodities, materials, and/or supplies.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role perform standardized clerical duties in a support capacity such as typing, word processing, filing, preparing reports and spreadsheets, backing up main phone lines, and referring inquiries or visitors to appropriate department or individual.
- Employees may provide telephone and/or receptionist duties.

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Recommended Education and Experience for Full Performance

High School Diploma or GED and one (1) year of directly related experience in office administration.

Minimum Qualifications

High School Diploma or GED.

Operational

- Employees in this Role perform a variety of duties such as composing correspondence; assembling documents; arranging conferences, travel, or other meetings; taking meeting minutes; performing transcription duties; and maintaining orderly flow of appointments.

Recommended Education and Experience for Full Performance*

High School Diploma or GED and one and a half (1.5) years of directly related experience in office administration.

Minimum Qualifications

High School Diploma or GED and three (3) months of directly related experience in office administration.

Advanced

- Employees in this Role coordinate general office functions such as secretarial, bookkeeping, property management, procurement, information systems, or personnel duties; and provide training to less experienced staff.

Recommended Education and Experience for Full Performance*

High School Diploma or GED and two (2) years of directly related experience in office administration.

Minimum Qualifications

High School Diploma or GED and six (6) months of directly related experience in office administration.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NETTM is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic

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equipment, and computer hardware and software, including applications and programming.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Service Orientation — Actively looking for ways to help people.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Coordination — Adjusting actions in relation to others' actions.

Time Management — Managing one's own time and the time of others.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 09/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.