



ADMINISTRATIVE MANAGEMENT AND SUPPORT JOB FAMILY

CAREER PATH

Administrative Support Professional

(May be utilized in a Non-Supervisory or Supervisory Role)

Supervisory positions at this level are accountable for overseeing and coordinating the work of staff doing a limited range of general activities in direct support of agency programs or operations, including but not limited to clerical, printing services, mail services, medical coding, administrative, and other business support activities ensuring the timely, accurate, and efficient flow of work in the office or department. Employee supervision includes hire recommendations, training, planning and assigning work, performance assessment, coaching, and progressive discipline. Supervision at this level also requires these employees to have the knowledge and skills to perform and review the work overseen. Professional individual contributors at this level are accountable for a variety of support service functions such as personnel; expenditure control; accounting; maintenance of files and records; requisitioning, storage, issuance, and/or local procurement of supplies and equipment; approval of requisitions for payment of operating expenses; selection, placement, and supervision of staff; and operation of a central switchboard and/or printing and mailing. Assists agency directors, administrators, and other executive service management in the administration of agency programs and operations; in the coordination of communications internally and externally; and in representing the agency to the public, special interest groups, the legislature, and the media.

Knowledge, Skills, and Abilities

In addition to those identified in the previous levels within this career path:

Working knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of all assigned areas of administrative support, as well as the laws, principles, and practices as they are related to implementation within the agency.

Working knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of the agency's policies, procedures, rules, and regulations in the performance of duties.

Working knowledge of and the ability to demonstrate successful use of computer equipment and associated software/databases in the performance of duties.

SUPERVISORY ROLE ONLY: Working Knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of the principles and practices of supervisory and management techniques in the performance of duties.



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Working knowledge of and the ability to demonstrate understanding and successful use of the principles and practices of project management techniques in the performance of duties.

Possess and demonstrate successful communication skills in English via all modes of communication.

Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.

Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people, as well as work hours as assigned.

Ability to demonstrate successful performance in the training and mentoring of junior staff.

SUPERVISORY ROLE ONLY: Ability to demonstrate successful performance in the engagement, training, mentoring, and supervision of assigned personnel and support staff.

Ability to demonstrate successful performance in the research, gathering, correlating, and analyzing of facts to develop statistical reports, charts, recommendations, and/or solutions in the performance of duties.

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.

Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.)

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

High School Diploma or equivalent and four years of relevant experience.



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Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

Necessary Special Requirements

NON-SUPERVISORY ROLE: Documented successful completion of at least 26 hours of professional skill development and leadership training each calendar year.

SUPERVISORY ROLE: Documented successful completion of at least 40 hours of professional development and leadership training each fiscal year, in accordance with 1CSR 20-6.010.

Possess and maintain membership with at least one organization as it relates to assigned area of responsibility.

Possess and maintain certification with at least one organization as it relates to assigned area of responsibility.

Pay grade: 22

FLSA Status: Non-Exempt

Work Schedule: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.

Effective: 07/01/2024

Reviewed: 07/01/2024

Revised: --