

**CITY OF RICHMOND  
CLASS DESCRIPTION  
2005**

**CLASS TITLE: ADMINISTRATIVE SUPPORT REPRESENTATIVE**

Under general supervision, performs work of moderate to considerable difficulty in ensuring the clerical, payroll, financial and administrative needs of the department are met accurately and punctually in accordance with applicable laws, ordinances and regulations.

**Qualifications:**

The qualifications for the Administrative Support Representative in Zone I, Zone II and Zone III include:

**Zone I:**

- High school graduation or GED and one year experience in general clerical work or an equivalent combination of training and experience.

**Zone II and III:**

- Core curriculum in Baccalaureate level major in Accounting, Finance or Business Administration; and
- Two years experience in accounting functions with an emphasis on comprehensive analysis of a wide range of accounting functions or an equivalent combination of training and experience.

**Core Job Functions:**

The core job functions for the Administrative Support Representative in Zone I, Zone II and Zone III include:

Zone I core job functions include:

- Provides clerical support to department, through a multitude of tasks such as copying, correlating, mail merge documents, data entry, purchasing office supplies, and assisting with document review
- Receives and directs internal and external visitors and guests
- Receives, screens and directs telephone calls to appropriate agency, department or individual; provides information to callers
- Prepares, sorts, prioritizes, logs and distributes incoming and outgoing mail
- Maintains specialized shipment logs for tracking purposes
- Maintains general office equipment, i.e. facsimile and photocopier machines
- Maintains general office supply inventory and follows the reorder point process
- Answers inquiries from departmental staff
- Schedules appointments and meetings
- Any other tasks as assigned

Zone II and III core job functions include:

- All Zone I core job functions
- Prepares, records and processes purchase documents
- Prepares and maintains documentation for Fixed Assets
- Process all approved purchases using documented commodity codes
- Maintains departmental equipment inventory
- Coordinates with Procurement Services on all technology vendor contract expiration dates and values
- Maintains vendor relations and provides problem resolutions

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- Reconciles budget accounts
- Prepares budget documentation
- Prepares and reconciles billing documents
- Processes and reconciles account payables and receivables
- Prepares performance and financial reports
- Processes departmental payroll
- Maintains departmental leave records
- Prepares all new employee documentation
- Coordinates new employee drug screening
- Performs departmental New Employee Orientation
- Develops and maintains a departmental new employee handbook
- Maintains departmental intranet and internet sites verbiage
- Coordinates the review and update of departmental policies, business processes and standards
- Facilitates training and develops necessary tools
- Performs document review and editing
- Prepares all internal and external annual reporting requirements
- Oversees the performance of temporary staff
- Maintains office files
- Performs other related duties as required

***Competencies:***

Zone I competencies include:

- Adheres to and demonstrates knowledge of office practices and procedures
- Demonstrates knowledge of basic office equipment
- Demonstrates knowledge of business English and general mathematics
- Contributes to and enhances customer satisfaction
- Works and communicates effectively with co-workers and other department personnel
- Contributes to departmental goal achievement
- Carries responsibility for group goals, supports groups' decisions, works with group to achieve goals, and handles conflict constructively
- Demonstrates verbal and written communication skills
- Demonstrates ability to solve problems
- Demonstrates the ability to multitask
- Plans, organizes and executes assignments effectively and efficiently including time management and productivity reporting
- Demonstrates knowledge of proper telephone etiquette

Zone II and III competencies include:

- All Zone I competencies
- Adheres to and demonstrates knowledge of City agency policies and procedures
- Demonstrates knowledge of accounting and human resources principles and practices
- Demonstrates knowledge of the billing procedures for departmental services
- Ability to analyze and solve a variety of administrative, operational and fiscal problems
- Acquires and continuously develops professional/technical skills and knowledge
- Demonstrates the ability to make use of existing resources and seeks methods and opportunities for cost savings and revenue generation

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- Adheres to and demonstrates knowledge of laws, ordinances and regulations

**Skills:**

**Zone I skills include:**

- Microsoft Word
  - Mail merge documents,
  - Headers/footers,
  - Hyperlinks,
  - Format documents for printing,
  - Basic memo and letter construction
- Microsoft Excel
  - Data entry,
  - Headers/footers,
  - Basic understanding of formulas,
  - Format documents for printing,
  - Data sorting
- Outlook
  - Scheduling meetings,
  - Basic email construction,
  - Reply to an email,
  - Attaching documents to an email
- Basic knowledge of internet usage and research capabilities
- Project Time Accounting
- Multiple line telephone system
  - Transferring calls to an individual with an announcement
  - Transferring calls directly to voicemail
  - Conference calls

**Zone II and III skills include:**

- All Zone I skills
- Microsoft Word
  - Templates
  - Table of contents
  - Meeting minutes and agenda
  - Multiple column tables
  - Reports
- Microsoft Excel
  - Formulas
  - Linking
  - Pivot table
  - Graphs
  - Macros
- Microsoft Powerpoint
  - Presentations
  - Banners
  - Graphics
- Outlook

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- Tasks
  - Calendar
  - Out of office assistant
- Advantage Financial
  - Data Entry
    - PD
    - PG
    - RX
    - Vendor invoices
    - Fixed Assets
    - Journal vouchers
  - Document Approval
    - PD
    - PG
- BRASS
- Business Objects
- TEMS
- Human resources functions
  - New employee documentation and orientation
  - Administrative Regulations
  - Benefits and retirement plans
  - Documentation for:
    - Employee separation
    - Retirement
    - Shared leave
    - Military leave
- General accounting functions
  - Accounts payable
  - Accounts receivable
  - Journal vouchers
  - Cost, financial and managerial accounting
  - Billing
  - Collections
  - Reconciliation processes
  - General ledger accounts
  - Balance sheet accounts
  - Payroll processing
  - Leave balance accruals
  - Travel vouchers
  - Interdepartmental invoices
  - Petty cash reimbursement
- Government/City procurement procedures
  - e-Procurement
  - Inventory Control
- Performance Based Budgeting practices
  - Budget preparation
  - Reconciliation
  - Forecasting
  - Projections
- Department performance measurement

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**ADA COMPLIANCE**

The City of Richmond is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**The City of Richmond is committed to Quality Customer Service.**