

Florida State Courts System Class Specification

Class Title: Office Support Assistant

Class Code: 2502

[Pay Grade: 01](#)

General Description

The essential function of this position within the organization is to provide clerical and/or data entry support. The position is responsible for entry level office tasks. The position works under close to general supervision and work is completed with standard procedures; follows instructions on how and when to complete tasks.

Examples of Work Performed

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Answers incoming telephone calls; provides basic information, directs callers to appropriate personnel or department, or takes and relays messages.

Serves as receptionist; greets visitors and checks in appointments; provides basic information, directs visitors to appropriate personnel or department.

Performs clerical tasks such as typing, filing, distributing mail, scanning documents, faxing, for photocopying.

Performs a high volume of data entry using programs with standard formatting and consistently formatted source documents.

Serves as personnel aide; sets up new and terminated employee files; files employee documents, including sensitive and confidential information; updates and maintains current filing system; prepares file labels and envelopes for mailing; and makes copies of documents as required.

Serves as a library assistant; shelving and shifting books, delivering and picking up books and supplies, and performing special projects as assigned.

OFFICE SUPPORT ASSISTANT

COMPETENCIES

Data Responsibility:

Refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Copies, transcribes, and enters, sorts, or posts data or information.

People Responsibility:

Refers to individuals who have contact with or are influenced by the position.

Follows instructions of supervisor, attends to requests of customers and conveys general information.

Assets Responsibility:

Refers to the responsibility for achieving economies or preventing loss within the organization.

Has minimum responsibility for only small quantities of low cost items or supplies where opportunities for achieving economies or preventing loss are negligible.

Mathematical Requirements:

Deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

Communications Requirements:

Involves the ability to read, write, and speak.

Reads routine sentences, instructions or procedures, writes routine sentences; completes routine job forms; speaks routine sentences using proper grammar; and follows oral or written instructions.

Complexity of Work:

Addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs repetitive and routine work involving set procedures and rules with occasional problems; requires normal attention for accurate results.

OFFICE SUPPORT ASSISTANT

Equipment Usage:

Refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Handles machines, tools, equipment requiring brief instruction or experience such as computers for data entry, fax, complex copiers, phone systems, and other similar equipment; and services office machines including such actions as adding paper and changing toner.

Physical Demands:

Demands” refers to the physical exertion and dexterity requirements involving coordination of limb and body movement.

Light work that involves walking or standing for long periods; bending and stooping, lifting up to 20 pounds on a regular basis, and up to 50 pounds on occasion, or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive basis or sustained keyboard operation.

EDUCATION AND EXPERIENCE GUIDELINES

Education:

Refers to job specific training and education that is recommended for entry into the position. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

High school diploma or GED.

Experience:

Refers to the amount of related work experience that is recommended for entry into the position that would result in reasonable expectation that the person can perform the required tasks. Additional relevant education may substitute for the recommended experience on a year-for-year basis, excluding supervisory experience.

None

LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:

Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

None