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SERVICES SUPPORT ASSISTANT II (IMS)

DEFINITION

The Services Support Assistant I and II operates a variety of department automated systems, equipment, or specialized software programs (such as MEDS, C-IV, CWS/CMS, CMIPS, etc.); performs data management responsibilities for program support functions; performs a variety of specialized clerical duties in support of professional and technical casework staff; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Working under general supervision, the Services Support Assistant II classification is the journey level in the Services Support Assistant series. Employees at this level are expected to be fully qualified and able to operate a variety of data operating systems and programs used by the department in order to perform day-to-day assignments with a sustained high level of speed and accuracy. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Services Support Assistants I, or if filled from the outside, require prior related experience.

The Services Support Assistant I/II classification differs from Office Assistant I/II classification in that the primary function of the former is to perform administrative program support and data management for a Department's automated systems, requiring a sustained high level of speed and accuracy. The primary function of an Office Assistant I/II is office support, including a variety of clerical activities related to filing, reception, form processing, record maintenance, and mail as well as some data entry.

REPORTS TO

Office Assistant Supervisor, or other higher-level supervisor or manager.

CLASSIFICATIONS SUPERVISED

None

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Performs data entry transactions for case management, aid authorization, imaging, and/or statistical data maintenance.

- Operates a variety of operating systems, software, or related equipment for which routines and procedures are well defined and there is limited requirement for interpretation and adaptation of instructions to support a department's programs, services, and administrative functions.
- Maintains files and generates routine reports and documents using system resources.
- Reviews and reconciles system information (MEDS, C-IV, CWS/CMS, CMIPS, or other automated systems); assesses and updates records; may take other corrective action as authorized.
- Researches procedures, regulations, and/or technical materials as necessary.
- Uses manuals, utilization guides, and All County Letters (ACL); System Change Requests (SCR), etc. to review upcoming changes to regulations, programs and systems to keep knowledge current.
- Troubleshoots problems with individual records, cases or participants by applying rules and regulations; provides information to and interacts with case workers to correct issues or coordinates with the help desk to solve problems.
- Coordinates with department supervisors and management in producing and maintaining files, information systems, and composing and creating reports.
- Gathers data, conducts surveys, prepares reports, and develops training materials for system users. Creates spreadsheets, report formats, forms, and record maintenance systems.
- Responds to a variety of public, staff, and management inquiries, providing the requisite information, or referring the requests to supervisory and staff as appropriate.
- Attends meetings and represents the department at meetings with other departments and agencies for information sharing, system improvements and implementation of changes.
- Assists in special projects designated by the department management.
- Performs related duties as assigned.

ESSENTIAL QUALIFICATIONS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

- Personal computer operating systems, software applications (MS Office, etc.) and related equipment.
- Statewide operating systems (C-IV, MEDS, CWS/CMS, CIMPS, etc.).
- Department programs, functions and objectives.
- Legislation, rules, regulations, policies and procedures related to multiple public assistance programs and related case administration techniques.
- Work methods and techniques used by program staff.
- Methods and techniques used in researching, proofing, evaluating, gathering, organizing, and arranging data.

- Report writing and proper format and style.
- Effective methods of training and presentations skills.
- Record keeping and time-management practices and procedures.
- Modern office practices and procedures.
- Correct English usage, spelling, grammar, and punctuation.
- Basic arithmetic

Ability to:

- Understand and carry out oral and written instructions.
- Exercise sound and independent judgment in determining and selecting appropriate processes, alternatives, forms and desired actions within established work practices, procedures and commonly used regulations.
- Learn and perform assigned tasks and routines.
- Learn and develop skills with computer software programs or automated systems.
- Evaluate and interpret information using an automated system and troubleshoot identified problems.
- Prepare a variety of reports, correspondence, documents, statistical data, graphs, and charts using a computer and software packages.
- Provide training and assistance for others in using assigned systems or software.
- Read and understand detailed and complicated instructions.
- Understand, interpret and apply rules and regulations; determine the impact of regulations on local operations and systems.
- Organize work and budget time efficiently.
- Work productively under time pressure and with interruptions.
- Exercise tact when dealing with others.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

TRAINING AND EXPERIENCE

Pattern 1: One (1) year of full- time experience performing duties of a Services Support Assistant I;

OR

Pattern 2: Two (2) years of full-time experience performing financial or statistical recordkeeping; or producing a variety of work products using a statewide automated system or software applications;

OR

Pattern 3: Successful completion of thirty (30) college semester units or forty-five (45) quarter units from an accredited college or university;

AND

One (1) year of full-time experience performing financial or statistical recordkeeping; or producing a variety of work products using a statewide automated system or software applications.

SPECIAL REQUIREMENTS

Some positions in this classification may require possession of a valid California Driver License. Employees who drive on County business to carry out job-related duties must possess a valid California Driver license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.