SERVICES SUPPORT ASSISTANT III (IMS)

DEFINITION

Under limited supervision, the Services Support Assistant III operates automated systems or specialized software programs (such as MEDS, C-IV, CWS/CMS, CMIPS, etc.); performs complex program support functions; performs a variety of specialized duties in support of professional and technical staff; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Services Support Assistant III level within the Services Support Assistant classification series is the fully experienced, advanced journey level. Incumbents assigned to this class perform duties that require detailed, specialized, and technical knowledge in the use of state and county operating systems and/or programs; perform complex administrative support work for a Department's programs and functions.

The Services Support Assistant III classification differs from the next lower class of Services Support Assistants II in that employees within the Services Support Assistant III classification perform more complex work and may provide direction to other clerical support staff. The Services Support Assistant III classification differs from the Office Assistant III classification in that the primary function of the former is to perform complex administrative support and data management for a Department's automated systems, requiring a sustained high level of speed and accuracy. The primary function of the Office Assistant III classification is office support including a variety of lead clerical activities related to filing, reception, form processing, record maintenance, mail, and data entry.

REPORTS TO

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

CLASSIFICATIONS SUPERVISED

May provide lead direction to lower level staff.

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 to support a department's programs, services, and administrative functions.
- As lead-worker, prioritizes and manages workload distribution; acts as technical resource on more difficult problems or specialized issues; monitors quality and timeliness of unit work; identifies and provides individual instruction to co-workers for work deficiencies; provides feedback to supervisor as requested.
- Maintains files, writes or revises procedures and may generate reports and documents using system resources.
- Reviews and reconciles system information (MEDS, C-IV, CWS/CMS, CMIPS, or other automated system); assesses and updates records; or takes corrective action or may direct others to take corrective action as appropriate.
- 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.
- Identifies the impacts of changes to automated systems and provides recommendations regarding changes; prepares information to inform users of changes or additions.
- Troubleshoots problems with individual records, cases or participants by applying rules and regulations; provides information 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.
- Performs a variety of complex administrative, office support and para-professional functions.
- Gathers data, conducts surveys, and prepares reports and develops training materials for system users; creates complex spreadsheets, report formats, forms, and record maintenance systems; may also prepare graphics for presentations and studies.
- 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

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 schedules 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 II;

<div align="center">**OR**</div>

Pattern 2: Three (3) 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;

<div align="center">**OR**</div>

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

<div align="center">**AND**</div>

Two (2) 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.