**Job Class Title** Services Support Assistant I

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.

Services Support Assistant I

**General Description** Working under close supervision, the Services Support Assistant I is the entry/trainee level in the Services Support Assistant series. Employees in this class receive in-service training, and are given detailed instructions in the operation of state and county data operating systems and perform tasks that are more structured and repetitive than those assigned at level II. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Unless a position is permanently allocated to level I due to the nature of the work, employees are expected to promote to the Services Support Assistant II level after one year of satisfactory performance at the trainee level.

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.

EITHER

**Minimum Qualifications** 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;

OR

Successful completion of thirty (30) collect semester units or forty-five (45) quarter units from an accredited college or university.

**Desired Qualifications**

TYPICAL DUTIES
Duties may include, but are not limited to, the following. For Services Support Assistant I, duties are performed at the trainee level:

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

**Work Performed**
Performs related duties as assigned

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

**Other Information**

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's 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.

**Job Class Title** Services Support Assistant II

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.

**General Description**

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.

**Minimum Qualifications**

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

OR
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
Successful completion of thirty (30) collect 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.

**Desired Qualifications**

TYPICAL DUTIES
Duties may include, but are not limited to, the following. For Services Support Assistant I, duties are performed at the trainee level:

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| **Work Performed** | Performs data entry transactions for case management, aid authorization, imaging, and/or statistical data maintenance<br>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<br>Maintains files and generates routine reports and documents using system resources<br>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<br>Researches procedures, regulations, and/or technical materials as necessary<br>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<br>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<br>Coordinates with department supervisors and management in producing and maintaining files, information systems, and composing and creating reports<br>Gathers data, conducts surveys, prepares reports, and develops training materials for system users. Creates spreadsheets, report formats, forms, and record maintenance systems<br>Responds to a variety of public, staff, and management inquiries, providing the requisite information, or referring the requests to supervisory and staff as appropriate<br>Attends meetings and represents the department at meetings with other departments and agencies for information sharing, system improvements and implementation of changes<br>Assists in special projects designated by the department management<br>Performs related duties as assigned<br><br>Knowledge of:<br>Personal computer operating systems, software applications (MS Office, etc.) and related equipment<br>Statewide operating systems (C-IV, MEDS, CWS/CMS, CIMPS, etc.)<br>Department programs, functions and objectives<br>Legislation, rules, regulations, policies and procedures related to multiple public assistance programs and related case administration techniques<br>Work methods and techniques used by program staff<br>Methods and techniques used in researching, proofing, evaluating, gathering, organizing, and arranging data<br>Report writing and proper format and style<br>Effective methods of training and presentations skills<br>Record keeping and time-management practices and procedures<br>Modern office practices and procedures<br>Correct English usage, spelling, grammar, and punctuation<br>Basic arithmetic<br><br>Ability to:<br>Understand and carry out oral and written instructions<br>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

**Other Information**

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's 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.

**Job Class Title** Services Support Assistant III

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.

**General Description**

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.

One (1) year experience performing duties of a Services Support Assistant II

OR

**Minimum Qualifications**

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;
OR

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

**Desired Qualifications**

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

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| | 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 |
| **Work Performed** | 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 |

EMPLOYMENT STANDARDS

Knowledge of:
Personal computer operating systems, software, (MS Office, etc.) and related equipment
Statewide automated systems (C-IV, MEDS, CWS/CMS, CMIPS, 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 the more advanced and complex capabilities of 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

| **Other Information** | Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's 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. |
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| **REQ ID** | **County** | **Department** | **Agency Title** | **Who May Apply** | **Application Deadline** | **"Apply Now" will be active on the dates below** |
| --- | --- | --- | --- | --- | --- | --- |
| 110535 | Glenn | Health & Human Services Agency | Services Support Assistant III | Current Dept Employees | 12/16/2014 5:00:00 PM | From 12/9/14 to 12/16/14 at 5PM |