

Introduction

Although not all-inclusive, the following classification guideline is designed to aid in the interpretation and application of the new concepts, definitions, distinguishing characteristics (DCs), and examples of duties (EODs) for the class specifications of the Office Assistant job class series, which was implemented July 1, 2009, as part of the Administrative Clerk job class study.

PB0104: Office Assistant III

Office Assistant III, Option 1:

This section serves to clarify concepts of the DCs of the first option of the Office Assistant III job class. More specifically: “As an office facilitator, incumbents perform clerical work *in multiple administrative functional areas* as the sole support of an organization’s operations for a programmatic or first responder line unit where no higher-level Office Assistant IV, Administrative Assistant, and/or Administrative Officer *is physically available*.”

Although it has been well-established that incumbents perform their responsibilities without benefit of other clerical support (including such clerical classes as Accounting Clerks and Law Office Assistants), the predominant difficulty lies in the various interpretations of “where no higher-level... *is physically available*.” Under this option, incumbents perform their work in order to keep a specific office or unit administratively running, as opposed to the provision of sole clerical support for an entire building or community.

Examples of programmatic or first responder line units may include, but are not limited to:

- A specified Probation Office or Alaska State Trooper Detachment.
- The sole divisional office in a community.
- An office representing a specified organization or other unit of a division’s operations that is neither formally nor informally assisted by clerical or administrative staff from other units of the department or division.
- The sole representative office for one, or more, units of a division or multiple departments in an office, building, or community.

Factors that ***may not*** preclude allocation under this option may include:

- The presence of administrative staff from other departments in the office’s floor, building, or community.
- The presence of administrative staff from other divisions within the same department in the office’s floor, building, or community.
- The presence of additional clerical or administrative staff from the same division within the same building under the following circumstances:
 - The incumbent provides sole clerical support, in multiple administrative areas, to the office of a specified unit that provides a distinct function on behalf of the division’s operations; and,

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- The offices of the distinct units are physically segregated (i.e., by floor or other physical barrier and do not share significant common functional areas, such as a common reception area)—examples of common functional areas may be seen in DOPLR's offices on the 10th Floor Juneau SOB or 1st Floor Juneau office in the Goldbelt Building; and,
- The additional clerical or administrative staff is not in the direct chain of command of the incumbent; and,
- The additional clerical or administrative staff is neither formally nor informally assigned to provide coverage to overlap with the specific office or unit; or,
- The additional clerical or administrative staff is non-permanent.

Factors that *will* preclude allocation under this option may include:

- The lead or supervisory presence of an Office Assistant IV, Administrative Assistant, Administrative Officer, Administrative Operations Manager, Accounting Technician, or Accountant in the direct chain of command (i.e., the direct lead, supervisor, or supervisor of the supervisor, etc., and delineated on an organizational chart by a solid line). This will include situations where the direct-report relationship may be conducted long distance (i.e., the supervisor is in one community or office while the incumbent is in another).
- The presence of multiple clerical or administrative staff (e.g., Office Assistants, Accounting Clerks, and Accounting Technicians) from the same division who regularly provide significant work coverage and other direct support through common area office settings. This will extend to multiple floor or location office settings where the additional clerical or administrative staff will regularly come to physically provide assistance to the incumbent (e.g., regularly cover lunch breaks and provide assistance during busy cycles).
- The physical presence of higher level departmental administrative staff (e.g., Administrative Assistant or Administrative Officer) in the same building, but external to the specified unit and chain of command, and whose primary responsibility is to provide local assistance for the agency's office, as a whole, significantly overlaps with duplicates the responsibility of the incumbent.

Serving purely as the sole clerical office support, without benefit of direct supervision from administrative personnel, does not specifically meet the definition of the office facilitator component of this option. In addition to serving as an office's first point of contact, incumbents serving in the facilitator capacity must perform a variety of other clerical administrative responsibilities (e.g., tracking and ordering office supplies, performing timesheet entry and review, and clerical accounting) that are equivalent in their complexity of responsibility and latitude of independence to the work performed by the Office Assistant II. Taken as a whole, this advanced clerical administrative work must account for the majority of their time (i.e., exceeding 50%). Essentially, these clerks keep the office running administratively so that programmatic staff may better focus on their mission. The work of an office facilitator is similar to that of Administrative Assistants but is not performed at a level of complexity or latitude of independence consistent with paraprofessional work.

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In contrast, incumbents that are predominantly responsible for programmatic work (e.g., customer service directly related to the delivery of the office’s programmatic mission, proprietary data entry, or permit review and processing) do not meet the definition of office facilitators and are appropriately allocated as Office Assistants II.

Office Assistant III, Option 2:

The assignment of lead-level responsibilities does not automatically warrant allocation to Office Assistant III under the second option. This option primarily applies to incumbents performing advanced-level clerical work who also formerly oversee specified clerical units where:

- There is not a direct reporting relationship to an Office Assistant IV and incumbents are responsible to assign and check the work of clerical staff but do not exercise full supervisory authority as defined by 8 AAC 97.990(a)(5). The Office Assistant IV is typically the position responsible for the work product and performance of the clerical unit and the designation of distinct lead-level positions may be redundant and unnecessary.
- An incumbent reports to an Office Assistant IV; *however*:
 - The incumbent is stationed in an office physically distinct from the supervisor in either another building or community; or,
 - The incumbent assigns and checks the work of a sub-unit of clerical staff assigned to a shift distinct from that of the supervisor and other unit clerical staff; or,
 - In large offices, the incumbent assigns and checks the work of a sub-unit of clerical staff who perform a function that is distinct within the clerical unit (e.g., leads and is responsible for the performance of two, or more, Office Assistants assigned the system registration and case file management of new clients separate from the “front” work of a distinct sub-unit responsible for direct customer service). In this scenario, the presence of the distinct sub-unit ***can not*** create a situation where the remaining clerical staff is not sufficient to form a clerical unit as defined in the definition and DCs of the Office Assistant IV job class.

A large office, whose clerical staff are not otherwise directly supervised by an Office Assistant IV, may have more than one Office Assistant III, provided that each lead is clearly responsible for clerical staff performing work in one of multiple, distinct, functional sub-units (e.g., one sub-unit is responsible for processing incoming mail and applications while the other sub-unit is responsible for proprietary, complex data entry related to these applications).

PB0103: Office Assistant II

Lead Responsibilities:

As stated in the criteria for Office Assistant III, Option 2, the assignment of lead-level responsibilities is not class-controlling. To briefly clarify, formal or informal lead responsibility may be assigned—and is somewhat expected in offices with multiple clerical staff—to Office

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Assistant II positions. The assignment of lead-level responsibility (whether formal or informal) is not class-controlling when:

- There are less than three Office Assistants (including the incumbent) in the unit or sub-unit— an example at the implementation of the study could be found at the Department of Corrections, Palmer Correctional Academy (PCN 207007, July 2009); or,
- The unit is not otherwise subdivided and is supervised by an Office Assistant IV (see notes regarding Office Assistant III, Option 2, above) who is directly responsible for the performance of the unit—an example at the implementation of the study could be found in the Division of Public Health, Bureau of Vital Statistics, Certification Unit (e.g., PCN 061859, July 2009), or in the clerical units of some Division of Public Assistance field offices (e.g., PCN 068274, July 2009).

Revision Dates and Comments:

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