



October 2018
FLSA: NON-EXEMPT
CLASS CODE: 90698

SUPPORT SERVICES ASSISTANT

DEFINITION

Under general supervision, provides a variety of support services for the Court, including storing files and records, maintaining the storeroom and warehouse supplies, sorting and delivering mail, transporting records, materials, and/or equipment, performing routine building and office maintenance; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Facilities Coordinator. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This class that performs a wide range of Court support services. Work is often performed in an assigned area and may involve contact with other court staff, vendors, and the public. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from Facilities Coordinator in that the latter is responsible for technical and functional supervision of assigned court support staff and provides technical assistance to the Business Services Manager.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Performs court support services within assigned areas; performs file and record storage; delivers court mail; maintains the storeroom and warehouse supplies; transports records, materials or and/or equipment; performs routine building maintenance.
- Receives, inspect, unload and sign for incoming shipments and merchandises including furniture, files and office supplies; checks and records items for damages and shortages; sorts, logs and annotates the receiving information on invoices and/or packing slips to determine that quantities and descriptions are correct and meet quality specifications.
- Maintains and retrieves records and materials; documents records and materials receipt and disbursement; maintains inventory and record systems; performs data entry; maintains storage facilities in a clean and orderly condition.
- Transfers and transports a variety of records and materials within and between court facilities.
- Operates specialized vehicles and a variety of light and medium equipment in the delivery of records and materials and in moving pallets or bulk items between court facilities and other designated locations; wraps packages for shipment.
- Loads and unloads vehicles; assembles or dismantles equipment, shelves, furniture and other merchandises.
- Performs routine repairs on furniture, facilities, and equipment; repairs may involve routine electrical, plumbing, heating and ventilation, paint, and carpentry work.
- Receives, sorts, distributes, and delivers incoming and outgoing mail.
- Receives and assists in maintaining court books and library records; maintains court forms and storage.

- Operates a computer and a variety of other office equipment.
- Reports safety, sanitary, and fire hazards to appropriate personnel; reports need for maintenance and repairs to appropriate authority.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Operates a variety of hand and power tools and equipment related to work assignment as instructed; reads blueprints and assembly documents.
- Maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods, materials, and equipment used in basic and preventative building maintenance.
- Proper storekeeping methods and the safe usage of light to medium equipment and vehicles.
- Use and minor maintenance of hand and power tools and equipment used in maintenance work.
- Basic principles and procedures of record keeping.
- Safe work methods and safety practices pertaining to the work.
- Safe driving rules and practices.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, and Court staff.

Ability to:

- Use and operate a variety of maintenance equipment.
- Clean and care for assigned areas and equipment.
- Perform basic and preventative maintenance and repair duties.
- Travel to different Court sites and locations.
- Deal tactfully and effectively with the public.
- Use a variety of small hand and power tools.
- Maintain basic records.
- Follow department policies and procedures related to assigned duties.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of experience performing general clerical, maintenance, and/or storekeeping/warehouse tasks.

Licenses and Certifications:

- Possession of and ability to maintain a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in various Court buildings and facilities; strength, stamina, and mobility to perform light to medium physical work, to operate a motor vehicle, and to operate varied hand and power tools and related equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in buildings and facilities and are occasionally exposed to loud noise levels, controlled temperatures, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.