

## Job Description

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**Job Title:** Administrative Support II      **Job Code:** 900210      **Job Family:** Administrative  
**Pay Grade:** JC.13.13      **FLSA:** Non-Exempt      **EEO:** Office-Clerical  
**Department/Agency:** Countywide      **Position Number(s):** Multiple  
**Recommended Position Title(s):** Clerk II, Representative, Secretary, Senior Clerk, Technician

### **The following Core Competencies apply to everyone and are essential to all County jobs:**

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

### **The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:**

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – **Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources;** utilizes operational knowledge to make sound decisions.
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

### **Essential Duties:**

- Answers phones, refers calls, gives standard information in response to phone, email, and in-person inquiries; acts as back-up to other administrative positions.
- Greets visitors and maintains/administers appropriate safety procedures in secured environments.
- Copies and collates documents; sorts and distributes mail and other time sensitive material(s).
- Maintains files both public and confidential, distributes reports, and processes transactions into systems; types form letters, labels, mail merges and correspondence; proofreads information; schedules meetings, interviews, and other functions.
- Orders, inventories, receives, and shelves routine supplies; reviews invoices/packing slips to ensure shipment is correct, and follows up on discrepancies; tracks expenditures.

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- Conducts tasks associated with payroll processing such as verifies timesheets, finds, researches, and provides resolution to payroll discrepancies; completes and verifies data entry; distributes paychecks; provides information and answers questions from staff regarding payroll issues; maintains attendance and leave tracking records; acts as department/agency/functional resource in data management systems, and provides training to new users; coordinates Family and Medical Leave according to policies, procedures, and guidelines.

### **Supervisory Responsibilities:**

- Yes  No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

***Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.***

### **Minimum Job Requirements:**

High school diploma or equivalent and one year of administrative support experience are required. May require KS/MO driver's license, depending on department or agency.

***Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.***

### **Preferred Job Requirements:**

No preferred job requirements.

### **Education/Experience Substitutions:**

Yes  No Experience may be substituted for degree.

Yes  No Education may be substituted for experience.

### **Physical, Environmental, and Special Working Conditions:**

All County employees may be called upon to assist other departments in a declared emergency situation.