

As a Support Services Assistant you will perform a range of administrative support services including mail distribution, print production, record storage, and facilities and fleet management services.

### **JOB DESCRIPTION**

- Support Services Assistant
- This is a non-career, term job.
- Works under the direct supervision of the Support Services Manager or the Support Services Supervisor.
- Serves in the Support Services Department of the Office of Human Resources and Administrative Services in the Headquarters Office.

Provides a range of administrative support services and functions essential to day-to-day operation of the Headquarters Office. Support includes mail distribution, print production, record storage, and facilities and fleet management. Performs related functions.

### **GENERAL RESPONSIBILITIES**

- Assists with all aspects of the Airports Authority's centralized Print Production Services program. Copies, binds, and processes finished print work.
- Operates a variety of copiers and finishing equipment. Provides operator-level maintenance and service of the equipment.
- Assists with incoming and outgoing US Postal mail, contracted carrier mail and internal office mail, sorting, counting, determining proper postage, picking up and delivering mail for Airports Authority Offices.
- Drives an Airports Authority vehicle to and from various offices at DCA and the Headquarters Office to deliver and pick-up mail as well as local USPS stations and branches.
- May assist with records storage, retrieval, and destruction. May document shred and electronic scan requests, updates inventory and delivery or relocation of boxes as directed.
- Reviews and occasionally performs the day-to-day and periodic cleaning activities in the Headquarters Office as well as general facilities maintenance.
- Maintains the office supply inventory stock room by ordering items for a predetermined stock level. Distributes office supplies to the Headquarters Office copy rooms and various offices.
- Works closely with the Supervisor to provide assistance with the procurement of goods and services for the organization.
- Prepares the distribution of Headquarters Office employee badges, Datawatch cards, keys and office/workstation name plates.
- Serves as a backup to the Motor Vehicle Assistant and performs special messenger/courier services. May register vehicles, process title work for auction, and transports vehicles for inspection, maintenance, and cleaning to assist with motor pool functions.
- Contracting Officer Technical representative (COTR) for seven service contracts, in the total amount of \$200 thousand, for mail equipment and courier services.

- Performs other duties as assigned.

### **QUALIFICATIONS**

- Three years of progressively responsible experience in providing a variety of office/administrative support services to include mail and photocopying services.

### **KNOWLEDGE, SKILLS AND ABILITIES (KSAs)**

1. Skill in print production, photocopying, and mailroom services and processes.
  2. Ability to deliver mail; operate and perform operator-level maintenance of high volume copy machines; and perform binding and finishing work on printed materials.
  3. Ability to assist with ordering supplies and helping to determine supply or vendor sources.
  4. Ability to plan one's own work consistent with assignments, priorities, and other guides.
- Ability to perform basic analyses of data and information.
  - Ability to speak and write effectively.
  - Ability to use computer hardware and modern office suite software.

### **PREFERRED QUALIFICATIONS**

- Experience providing administrative support services for an organization with multiple locations and/or units.
- One year of progressively responsible experience performing a variety of motor vehicle fleet administrative-clerical-customer service support functions to include:
  - processing and keeping records/legal documents;
  - maintaining databases on safety recalls and fleet vehicle violations;
  - performing vehicle checks, services, and related functions such as chauffeuring; and
  - coordinating vehicle maintenance and repair.
- Knowledge of individual State/Commonwealth/District titling/registration regulations.

### **EDUCATION**

- A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience, and training.
- A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the three years of experience. For example, an Associate's Degree may substitute for two years of experience.

### **CERTIFICATIONS AND LICENSES REQUIRED**

- A state driver's license in good standing.

### **NECESSARY SPECIAL FACTORS**

- Typically requires light physical effort in lifting and carrying small boxes, pushing cart with mail or office supplies, etc.
- Work is typically reviewed in progress, and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.