

OFFICE ASSISTANT

DEFINITION

Under general supervision, performs a variety of general clerical duties in support of an assigned office or program including typing, filing, duplicating and distributing materials; serves as a receptionist; answers incoming telephone calls; composes, types, formats, and proofreads a variety of documents and correspondence; inputs and updates a variety of data in an assigned computer system; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management and supervisory personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This entry-level classification is responsible for independently performing clerical duties in support of an assigned department. Positions at this level exercise judgment and initiative in their assigned tasks, 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.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of general clerical duties in support of an assigned office or program including typing, filing, duplicating and distributing materials.
- Serves as a receptionist; answers incoming telephone calls; greets and directs visitors as appropriate; provides information and answers questions; addresses issues and concerns from members of the public and County Office staff; refers issues to the appropriate staff or department; checks and replies to voicemail and email messages; arranges conferences, meetings, workshops, and other events.
- Composes, types, formats, and proofreads a variety of documents and correspondence including letters, forms, memoranda, bulletins, reports, lists, flyers, billing statements, and other related documents; checks drafts for punctuation, spelling, and grammar, and suggests corrections; processes forms and applications.
- Inputs and updates a variety of data in an assigned computer system; establishes and maintains various automated records and files.
- Compiles information and prepares and maintains logs, files and records related to office functions, students, programs, services, financial activity and assigned duties; reviews and verifies the accuracy and completion of various documents.

- Communicates with other departments, personnel and outside organizations to exchange information and resolve issues or concerns related to assigned activities; requests and provides documents as needed.
- Receives, sorts, and distributes incoming, outgoing and internal mail and correspondence including packages.
- Assists with preparing, ordering, receiving, maintaining, and distributing supplies, materials, or other related items as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

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 completion of the twelfth (12th) grade; and
- Two (2) years of general clerical experience.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Clerical practices and procedures.
- Business arithmetic.
- Principles and practices of record keeping.
- City and mandated safety rules, regulations and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform specialized processes, procedures, and office support tasks related to the department to which assigned.
- Perform detailed office support work accurately.
- Organize and maintain accurate files and records.
- Make accurate arithmetic calculations.
- File and maintain automated and hardcopy records with accuracy.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.

- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.