



OFFICE ASSISTANT

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

FLSA STATUS: Non-Exempt

DEFINITION:

Under general supervision, performs a variety of clerical office support activities to an assigned department, which may include telephone and counter reception, data entry and filing, word processing, records maintenance, and customer service duties; answers, screens, and routes clients and telephone calls; types, edits, processes, distributes, and files a variety of documents; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED:

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

DISTINGUISHING CHARACTERISTICS:

This is a journey level clerical classification that is responsible for performing the full range of duties as assigned, working independently, and exercising judgment and initiative. Incumbents perform routine office support duties which require the application of generalized knowledge of policies and procedures related to area of assignment. Positions at this level receive 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 classification is distinguished from the Office Specialist in that the latter performs more specialized work supporting programs or functions where more in-depth and specialized knowledge of the department is needed.

EXAMPLES OF ESSENTIAL DUTIES: Essential duties include, but are not limited to, the following:

- Performs a variety of office support duties related to the assigned work unit; gathers information from a variety of sources, including data systems and clients for the completion and processing of forms, records, and other documents; contacts individuals, other departments, or agencies to obtain additional information.
- Receives and screens visitors; provides general information to clients, visitors, vendors, and staff, in person and on the telephone; assists clients by referring them to sources of information, hands out standard forms and explains how to complete them; answers requests for information or refers to other Authority staff.

- Inputs, updates, tracks, and extracts information into appropriate databases, billing systems and files; searches records and files for pertinent data.
- Maintains records, logs, files, and other forms of information, including various demographic reports, and room schedules specific to the assigned division or department.
- Proofreads and checks files including charts and other documentation for accuracy, completeness, and compliance with departmental policies; makes copies, schedules appointments, and types correspondences and memos.
- Collects and maintains client financial information/fees and related documents and enters the information into billing systems; keeps all client financial information updated.
- Performs other routine clerical support work as required, which may include, but is not limited to, scanning or copying documents, forms, and charts, filing/retrieving files, processing mail, collating documents, maintaining lists and logs, scanning, imaging, and indexing documents, opening and distributing mail, processing outgoing mail, and ordering and maintaining inventory of supplies and forms.
- Establishes and maintains office files; researches and compiles information from such files; purges files as required.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS:

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education and Experience

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience

- Two (2) years of clerical office support or customer service experience.

Knowledge of:

- General office business and administration policies, processes, and procedures.
- Methods and techniques of preparing forms and routine business correspondence and documents.
- Business arithmetic, including percentages and decimals.
- Principles and practices of recordkeeping, filing systems, and processing of documents.
- Medical terminology as related to office support work.

- Methods and techniques of compiling and assembling data and documents.
- Authority formatting and document processing standards.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern office practices, 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:

- Learn the procedures and regulations governing the area of assignment and the terminology and documents used.
- Perform a diverse range of clerical and administrative tasks in support of an assigned functional area.
- Type, compile and process a variety of forms and business documents.
- Make computations rapidly and accurately.
- Understand and follow verbal and written instructions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- File hard copy and electronic documents in accordance with established protocols such as chronologically, alphabetically, and/or numerically.
- Maintain the confidentiality of client information.
- 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 clients, their families, and Authority staff.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS (ADA)

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 25 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 also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.