

OFFICE ASSISTANT

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, provides a variety of office support activities to an assigned program or division, which may include word processing, data entry and organization, telephone and counter reception, document processing, record keeping, and filing; creates routine forms, memoranda, correspondence, and/or reports; performs routine operation of equipment; provides information and assistance to staff and the general public; performs related work as required.
Supervision received and exercised
Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.
Class characteristics
This is the first working-level class in the Office Assistant classification series responsible for providing clerical and administrative support to an assigned department, division or program. Incumbents are expected to work independently and exercise judgment and initiative. Incumbents with clerical experience learn the policies, procedures, and methods of the assigned department or division and perform more routine administrative and office support duties, including document preparation, record-keeping, researching, compiling, and organizing information from various sources, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence. Work usually fits an established structure or pattern. Exceptions or changes in procedures are explained as they arise. Eventually, positions will attain a level of experience to receive only occasional instruction or assistance as new or unusual situations arise and where they are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Office Assistant in that the latter performs more advanced administrative and office support duties requiring additional training and/or experience and may provide technical and functional direction to lower-level office support staff.
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. <ul style="list-style-type: none">• Performs a variety of support duties related to the work unit to assist staff in routine office activities.• Gathers information from a variety of sources for the completion of forms, records, applications, etc.; contacts individuals to obtain additional information.• Processes various forms, applications, permits or other documents specific to the organizational unit; maintains records and files.• Uses word processing software to produce various documents from drafts, notes, dictated tapes or brief instructions, which may include correspondence, reports, records, forms, notices, meeting minutes, etc.; may compose routine correspondence and other documents as required.• Proofreads and checks materials for accuracy, completeness and compliance with departmental policies and regulations.• Establishes and maintains office files, and researches and compiles information from such files.• Enters and retrieves computer data; generates routine computer reports and/or spreadsheets.• Prepares and distributes public hearing notices related to various department services and programs.• Provides professional and courteous customer service at all times; greets and assists office visitors.• Answers the telephone; provides accurate information and answers general questions or forwards calls to appropriate staff person; takes messages as necessary; may use radio equipment to communicate with field personnel.• May perform various bookkeeping tasks, including but not limited to calculating monies due, collecting and receipting monies, processing reimbursements, preparing bank deposits, completing check requests, and processing invoices.• May open and secure assigned facilities; sets up, arranges, and takes furniture and equipment and ensures set up is in accordance with customer needs and requests for classes, rentals, meetings, and special events; monitors the proper and safe use of City facilities by the general public and ensures adherence to rules and policies; ensures the cleanliness and safety of facilities throughout the day.• Schedules appointments, procedures, activities, and meetings as required.• Provides information and assistance to City staff, other agency personnel, and the public, requiring the understanding of policies, procedures or rules.

- Performs other routine clerical support work as required, which may include but is not limited to copying documents, filing/retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, scanning/imaging/indexing documents, ordering and maintaining inventory of supplies and forms, etc.
- Attends various meetings and training as required or appropriate.
- Completes special projects as assigned.
- Performs other duties as assigned.

Qualifications

Knowledge of

- Basic clerical and administrative practices and procedures.
- Basic record-keeping, and filing systems and methods.
- Basic business arithmetic and bookkeeping.
- Modern office technology, including the use of computers for word and data processing.
- Methods of preparing and processing various records, reports, forms and other documents specific to assigned department.
- Correct English usage, including spelling, grammar, punctuation and vocabulary.
- Standard format for a variety of materials.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Learn the operations, services, policies, procedures and processes of the department to which the position is assigned.
- Perform detailed clerical work accurately.
- Understand and follow oral and written instructions.
- Maintain accurate records and files.
- Maintain confidentiality as required.
- Produce materials accurately using word processing software at speeds necessary for successful job performance.
- Safely operate basic office equipment.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Perform basic arithmetic computations accurately.
- Research and compile a variety of information and materials.
- Prepare routine correspondence from written or verbal instructions.
- Organize and maintain office records and files.
- Operate modern office equipment including computer equipment and specialized software relevant to work performed.
- 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 completion of twelfth (12th) grade.
- One (1) year of general clerical or office support.

Licenses and certifications

- None

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, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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 elements

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 members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.