



Office Assistant

Definition

Under general supervision, provides a variety of office support activities to an assigned department or function, which may include word processing, data entry and organization, telephone and counter reception, processing of documents, 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; and performs related work as required.

Class Characteristics

Incumbents typically have a minimum of one year general clerical experience and work under immediate supervision while learning job duties. As experience is gained, a wider variety of duties is performed. This class is distinguished from the Senior Office Assistant in that the latter provides technical and functional direction to lower-level support staff and is responsible for the more complex work.

Supervision Received and Exercised

Receives general supervision from assigned supervisory or management personnel. Functional or technical supervision may also be received from department staff. Exercises no direct supervision of staff.

Typical Job Functions

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 support duties related to the work unit to assist staff in routine office activities.

Answers the telephone; provides accurate information and answers general questions or forwards calls to appropriate staff person; takes messages as necessary.

Gathers information from a variety of sources for the completion and processing of forms, records, applications, etc; contacts individuals to obtain additional information.

Maintains records and processes various forms, applications, permits or other documents specific to the organizational unit.

Types 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 typed and other 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.

Schedules appointments, procedures, activities, meetings, etc., as required.

May perform various bookkeeping tasks, which may include but are not limited to calculating monies due, collecting and receipting monies, processing reimbursements, preparing bank deposits, etc. 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.

May provide instruction and training to new, temporary or part-time staff as assigned.

Attends various meetings and training as required or appropriate.

Completes special projects as assigned.

Qualifications

Knowledge of:

Basic clerical practices and procedures, including the use of basic office equipment.

Basic record-keeping, report preparation and filing systems and methods.

Correct English usage, including spelling, grammar, punctuation and vocabulary.

Basic business arithmetic.

Business letter writing and the standard format for typed 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, understand, interpret and apply pertinent laws, codes, regulations, policies and procedures, and standards.

Performs detailed clerical work accurately.

Learn specialized processes, procedures and office support tasks related to the department to which assigned.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

Understand and follow oral and written instructions.

Maintain accurate records and files.

Maintain confidentiality as required.

Type accurately at speeds necessary for successful job performance.

Operate modern office equipment including computer equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone, and in writing.

Deal tactfully and effectively with persons contacted in the course of work, including those of diverse socio-economic and cultural backgrounds.

Perform required mathematical computations accurately.

Education and Experience

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth grade and one year of general clerical experience.

Licenses and Certifications

May need to possess a valid California driver's license depending on assignment.

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 stressful conditions while interpreting and enforcing departmental policies and procedures.

FLSA: Non-exempt
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