



## Senior Office Assistant

### Definition

Under general supervision, provides a variety of office support activities including difficult or complex transactions to an assigned department, which may include word processing, spreadsheets, data entry and organization, telephone and counter reception, processing of documents, invoices, record keeping, and filing; creates routine forms, memoranda, correspondence, and/or reports; provides information and assistance to staff and the general public; provides lead direction and training to related staff; and to perform related duties as assigned.

### Class Characteristics

This is the lead-level in the Office Assistant class series that is responsible for performing administrative and office support duties and providing technical and functional direction, as well as training and scheduling, to assigned staff on an on-going, day-to-day basis. Responsibilities include performing work involving accountability and decision-making responsibility.

### Supervision Received and Exercised

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision of staff. Provides lead direction to office support 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.*

Researches and assembles moderately complex information from a variety of sources for the completion of forms or preparation of reports.

Provide lead direction, training and work review to a small group of Office Assistants or related classifications as assigned.

Processes various forms, applications, permits or other documents requiring in-depth knowledge of the department's functions.

Types and/or word processes complex and/or sensitive documents from drafts, notes, dictated tapes or brief instructions, which may include correspondence, reports, records, forms, meeting agendas and minutes, personnel records, legal documents, policy manuals, etc.; may compose routine correspondence and reports.

Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.

Establishes, organizes and maintains complex department filing systems.

Enters and retrieves computer data; generates computer reports and/or spreadsheets.

Schedules appointments, meetings, work activities and other functions as required.

Provides information and assistance to City staff, other agency personnel, and the public, requiring the use of judgment and the interpretation of policies, procedures or rules; assists in coordinating office activities with those of other departments and agencies as necessary.

Answers incoming calls, answers general questions, and/or routes individuals to appropriate staff; assists public at front counter and directs public to appropriate locations and/or staff.

Performs clerical / administrative support work as required, which may include but is not limited to compiling information for reports, copying documents, filing / retrieving files, reviewing and processing mail, faxing information, collating documents, maintaining lists and logs, scanning/imaging/ indexing documents, processing invoices and department time cards, ordering supplies and forms, maintaining websites, etc.

Attends various meetings and training as required or appropriate.

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

Completes special projects as assigned.

### **Qualifications**

#### **Knowledge of:**

City and department policies and procedures.

Laws, codes and regulations governing operations of the department to which assigned.

Programs, goals and purpose of the assigned department.

Methods of preparing and processing various records, reports, forms and other documents peculiar to assigned department or program.

Basic supervisory principles and practices.

Standard office management and secretarial / clerical practices and procedures.

Record-keeping, report preparation and filing systems and methods.

Basic business arithmetic.

Modern office practices, methods, and computer equipment and applications related to the work.

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

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 all pertinent laws, codes, regulations, policies and procedures, and standards.

Provide training and lead direction to others.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

Perform clerical / administrative work involving independent judgment.

Understand and follow complex oral and written instructions.

Maintain accurate records and files.

Research and compile a variety of information and materials.

Compose routine correspondence and reports independently or from brief instructions.

Type and/or word process accurately at speeds necessary for successful job performance.

Maintain confidentiality.

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

Perform required mathematical computations accurately.

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.

Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.

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 the twelfth (12<sup>th</sup>) grade and three years of responsible general clerical or office support experience, or two years as an Office Assistant at the City of Cupertino.

### **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.

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