

Office Assistant I/II

DEFINITION:

Under general supervision to perform varied and increasingly responsible clerical duties in providing supportive services to technical, administrative and management operations; performs related duties as required.

Class Characteristics:

Office Assistant I is the entry level class of this general office support series. Initially, under close supervision incumbents learn office and City procedures. As experience is gained, there is greater independence of action within established guidelines. This class may be alternatively staffed with Office Assistant II and incumbents advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level class.

Office Assistant II is the journey level class of the Office Assistant series, fully competent to independently perform a variety of assignments within established policy and procedural guidelines with difficult problems or sensitive issues referred to appropriate staff. Depending on the organizational assignments specific duties including the amount of typing, word processing, use of personal computers, reception and arithmetical computations may vary. Work assignments may be received from and reviewed by and Administrative Secretary.

Duties and Responsibilities: The duties and responsibilities listed below are illustrative only and are not meant to be an exhaustive listing of all of the duties and responsibilities of the classification.

Acts as receptionist, receiving visitors and the public in reception or assigned general office areas; responds to inquiries with factual information regarding City services, and directs visitors to appropriate staff or areas for scheduled appointments, meetings, or services.

Screens phone calls, takes messages and provides factual information regarding City activities, services, fees, programs and requirements which may require the use of tact and judgment.

Types a wide variety of reports, forms and specialized documents related to the particular area of assignment.

Types materials from drafts, notes, dictated tapes or brief instructions using typewriter or personal computer.

Proofreads and checks typed and other materials for accuracy completeness and correct English usage including, grammar, punctuation and spelling.

Codes, enters, and retrieves data and prepares reports from computer system following established format; prepares a variety of reports which may involve arithmetic calculations; reviews computer produced reports for accuracy and makes corrections as required,

Processes forms such as purchase requisitions, vouchers and other financial, payroll or personnel forms specific to the assigned department; may gather, review for accuracy and forward payroll

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documentation; establishes and maintains office files.

Calculates fees and bills clients for services, issues receipts within established guidelines, accepts monies for city services and records entries for reconciliation by Finance.

Issues and receives various forms; opens and distributes departmental mail, orders and maintains inventory of office supplies.

Provides back up relief for other office support staff.

QUALIFICATIONS:

Knowledge of modern office practices and procedures; the operation of standard office equipment; correct English usage including spelling grammar and punctuation, business letter writing and standard format for typed materials; effective methods of record keeping including filing, indexing, and cross referencing; personal and on-line computer systems and equipment; applicable rules, regulations, policies and procedures; operation of a municipal organization; effective methods of communication both verbally and in writing; business mathematics including addition, subtraction, multiplication, division, fractions and decimals; research methods and techniques.

Ability to perform detailed clerical work quickly and accurately; organize and maintain accurate office files; compose routine correspondence from brief instructions, make accurate arithmetic calculations; code, enter, retrieve, and review entries within a computerized system; interpret and apply departmental and City rules and regulations, policies and procedures; research, compile and organize data for use in reports and special projects; prioritize work and coordinate several activities; understand and carry out oral and written instructions; establish and maintain effective working relations with the public, other agencies, City officials, and other City employees; operate standard office equipment including personal and on-line computer, centralized telephone equipment, calculators, and fax; type accurately at the rate of 40 net words per minute from printed copy; follow oral and written instructions; communicate effectively both verbally and in writing; perform related duties as required.

EDUCATION/EXPERIENCE:

Any combination of education and experience that would likely produce to required knowledge and abilities is qualifying. A typical way to qualify is:

OFFICE ASSISTANT I; Equivalent to graduation from high school and six months of general office clerical experience.

OFFICE ASSISTANT II; Equivalent to graduation from high school and 2 years increasingly responsible office clerical experience.

Special Requirements:

Eye sight sufficient to read data, memos, spreadsheets, vouchers, computer screens; manual

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dexterity to operate a personal computer, typewriter, xerox, word processor; ability to sit for extended periods; stand , walk, bend reach above and below shoulders, lift and carry objects weighing up to 20 pounds, work occasional long hours.

Specific assignments may require possession of a valid California drivers licence with a satisfactory driving record.