

CITY OF EMERYVILLE**Created: July 1997****Revised: January 2005****Title: OFFICE ASSISTANT I/II (CONFIDENTIAL)****FLSA Status: Non- Exempt****Job Code: 1485****DEFINITION:**

Under general supervision, performs varied and responsible confidential duties in providing supportive services to the Executive offices or Human Resources; performs related duties as required.

CLASS CHARACTERISTICS:

This is a journey level classification requiring a high level of clerical support and learning ability. Duties performed are conducted within a highly policy, process and statutory environment. Initially, under close supervision incumbents, learn office and City procedures and statutory requirements. As experience is gained, there is greater independence of action within established guidelines. It is distinguished from other clerical classifications in that the knowledge necessary to support the executive office and human resources activities is very specific and the necessity for confidentiality is critical.

Work assignments are received from and reviewed by the Department Head or his/her designee.

EXAMPLE OF DUTIES: (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.)

Learns and becomes proficient in the policies, procedures, statutes and processes affecting the functions of the assigned department.

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; responds to inquiries with factual information.

Processes requests for information; codes, labels and directs information to appropriate persons.

Types a wide variety of reports, forms and specialized documents; types materials from drafts, notes, dictated tapes or brief instructions using typewriter or personal computer.

Compiles reports from spread sheets and perform research on sensitive/confidential issues

Assists in the preparation and distribution of the informational materials; confidential memorandum to law firms, compliance agencies and/or unions; prepares meeting recaps as assigned.

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; reviews computer produced reports for accuracy and makes corrections as required.

Issues and receives various forms; opens and distributes departmental general and confidential correspondence; orders and maintains inventory of office supplies.

Performs related duties and responsibilities, as assigned.

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 and proficient with work processing/spreadsheet/publishing software applications; 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; communicate effectively both verbally and in writing; resolve discrepancies and make adjustments as may be required; 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:

Equivalent to graduation from high school, and two (2) years increasingly responsible administrative support experience. Experience working in a setting where information received and given is of a sensitive/confidential nature is highly desirable.

Special Requirements:

Eye sight sufficient to read data, memos, spreadsheets, vouchers, computer screens; manual dexterity to operate a multi-line telephone system, personal computer, typewriter, photocopier, 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 driver's license with a satisfactory driving record.