



May 2007
FLSA: NON-EXEMPT

OFFICE ASSISTANT/ SENIOR OFFICE ASSISTANT

DEFINITION

Under direct or general supervision, provides a variety of office support activities to various City departments, which may include word processing, data entry and organization, telephone and counter reception, receipt of payments, processing of invoices, record keeping, report preparation, and filing; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from assigned supervisory or management personnel. No direct supervision of staff is exercised. May provide training to less experienced staff.

CLASS CHARACTERISTICS

Office Assistant: This is the entry-level class in the Office Assistant series. Responsibilities include answering the phones, assisting staff in all aspects of general office operation, and performing special projects as assigned. This class is alternately staffed with the Senior Office Assistant and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and by demonstrating the ability to perform the work of the higher-level class.

Senior Office Assistant: This is the journey-level class in the Office Assistant series. Incumbents perform a variety of specialized and confidential secretarial and clerical work for various Town departments, including coordinating assigned programs and projects, providing general information to the public, and other administrative, budgetary, database, and support work.

This class series is distinguished from the Secretary/Administrative Secretary class series in that the latter provides a higher-level of, more technical and varied office administrative and secretarial support to a department head and related management, professional, and supervisory staff.

EXAMPLES OF ESSENTIAL 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.

- Plans, organizes, and carries out clerical assignments and special projects related to assigned area of responsibility.

- Performs a wide variety of intermediate-level clerical work including maintaining accurate and detailed records, verifying accuracy of information, researching discrepancies and recording information.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- May perform cashiering duties; prepares daily bank deposits, balances cash register with checks, cash, receipts and journal tape, runs tape of the checks, copies checks, and prepares deposit slips and bags for courier to pick up; receives money and issues receipts; collects service fees.
- Prepares, copies, and distributes a variety of documents, including agendas, bid packages, contracts, and specifications; ensures proper filing of copies in departmental or central files.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public; enters/tracks public calls into appropriate computer databases; directs callers to appropriate Town staff as necessary.
- Composes, types, formats, and proofreads a wide variety of reports, letters, and memoranda; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; suggests corrections to drafts.
- Receives, codes, logs, schedules, and distributes service requests and work orders.
- Answers incoming calls and routes individuals to appropriate staff via switchboard or dispatching using a two-way radio; assists public at front counter and directs public to appropriate locations and/or staff.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Makes copies; collate materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- Performs other duties as assigned.

When performing Senior Office Assistant duties, in addition to the above:

- Manages office support functions; directs the work activities of assigned clerical personnel; prioritizes and coordinates work assignments; reviews work for accuracy.
- Supervises and trains assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies.
- Compiles information and data for administrative, statistical, and financial reports; checks and tabulates statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, inventory files, and report summaries.
- Coordinates calendars and makes meeting arrangements; schedules meetings between Town staff or between Town staff and other groups or organizations; arranges for necessary materials to be available at meetings.
- Gathers, assembles, updates, and distributes a variety of department or Town specific information, forms, records, and data as requested.
- Monitors and orders office and other related supplies.
- May coordinate workshops and classes; assists with special event programs; coordinates reservations and use of equipment and facilities.
- Prepares, processes, and tracks purchase requisitions for services and materials; coordinates delivery of services and materials; receives vendor invoices; prepares request for payment for department head approval.

QUALIFICATIONS

Knowledge of:

- Departmental practices and procedures and applicable Town policies.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and equipment, including computer equipment.
- Word processing methods, techniques, and programs; general accounting methods, procedures, and terminology; database and spreadsheet applications and programs.
- Principles of business letter writing.
- Basic principles of record keeping and cash handling.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply, and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Perform responsible clerical and secretarial support work with accuracy, speed, and minimal supervision.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Schedule and coordinate projects; set priorities; adapt to changing priorities; meet critical time deadlines.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment.
- Use word-processing, database, spreadsheet, and graphics 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, procedural and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the 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:

Office Assistant and Senior Office Assistant: Equivalent to the completion of the twelfth (12th) grade.

Office Assistant: One (1) year of varied clerical support experience, preferably involving some public contact.

Senior Office Assistant: In addition to the above, one (1) year of increasingly responsible office support experience involving customer service and contact with the public.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

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 and over the telephone. This is primarily a sedentary office classification although standing in work areas 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 necessary to perform job functions.

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 upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.