



OFFICE ASSISTANT EXTRA HELP

DEFINITION

Under supervision, the Office Assistant/Extra Help shall provide a variety of routine office support, which may include keyboarding, record keeping, reception, filing, and other duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Office Assistant/Extra Help shall bring to the job enthusiasm, have a positive attitude, be open to feedback, people oriented, diplomatic, and be very flexible and capable of handling multiple tasks at the same time and be able to work a flexible work schedule.

ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- ▶ Answers telephone and takes messages; returns calls as directed.
- ▶ Answers radio equipment as needed.
- ▶ Schedules appointments.
- ▶ Assists and make contact with the public, providing information and documentation.
- ▶ Operates personal computer, file server and data server, calculator, fax machine, copier and typewriter.
- ▶ Prepares forms/reports/correspondence/applications and files various City documents.
- ▶ Proofreads materials for accuracy and completeness, as well as correct English usage, including grammar, punctuation and spelling.
- ▶ Collects fees, receipts monies and adds sums of figures for various office transactions.
- ▶ Learns and performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Knowledge of word processing, data entry and general use of the Internet.
- Basic office equipment usage (i.e., telephone, computer, fax machine, typewriter, calculator, copier, etc.).
- Correct English usage, including spelling, grammar and punctuation.

Ability to:

- Communicate clearly and concisely, both orally and in writing.
- Follow directions and work independently.
- Interpret and apply City policies and procedures.
- Establish and maintain file records.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience and Training:

Any combination equivalent to experience and education that would provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be: **Experience** - Sufficient experience performing similar duties to demonstrate possession of the required knowledge and abilities; **Education** - Completion of high school (G.E.D. acceptable), or higher.

Special Requirement:

Some positions within this classification may be required to drive a motor vehicle, which requires a current California driver's license and a good driving record.

WORKING CONDITIONS

A person in this position must be free from any physical, emotional or mental condition which might adversely affect the ability to perform the essential job functions. Physical condition shall be evaluated by a licensed physician prior to assuming the position.

Essential job functions include: frequent sitting; walking and standing; stooping, twisting, bending, lifting, kneeling; working in an office environment; completing work under deadlines; having the memory capacity to recall details and events; distinguishing between critical information and background noise/distractions; solving problems; having communications skills sufficient enough to convey information clearly and concisely; and being able to perform job functions in a primarily indoors/occasionally outdoors working environment.