



OFFICE ASSISTANT

DEFINITION

To perform a variety of responsible clerical and/or customer duties in support of a department; to type, proof read, and compile a variety of documents; to act as receptionist as needed; to perform multiple tasks simultaneously; and other general office support tasks as assigned.

DISTINGUISHING CHARACTERISTICS

Initially under close supervision, incumbents perform the more routine duties while learning City policies and procedures and becoming familiar with the variety of departmental systems and practices. As experience is gained, duties become more diversified and are performed under more general supervision.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- ▶ Performs a variety of clerical duties in support of department operations, often involving sensitive information; explain department operating policies and procedures to the public; respond to questions related to department operations by providing general information or by referral to the appropriate staff member.
- ▶ Act as a receptionist; receive and screen telephone calls and visitors; provide courteous and responsive assistance related to responsibilities assigned; answer questions and provide information to the public using judgment as to those requiring priority attention; and, respond professionally and appropriately when referring complaints.
- ▶ Response to letters and routine correspondence; receive and process incoming mail; review and evaluate mail to identify those items requiring priority attention; and, prepare and process outgoing mail, including bulk mailings.
- ▶ Receive various types of applications and forms from the public; register participants in programs; schedule appointments; receive and record payments; and, handle cash and issue receipts as assigned.
- ▶ Type and proof read a variety of written material; research information; prepare drafts and final documents; take information from electronic or verbal instructions; and, use word processing, spread sheet, database or other computer applications and other tools.
- ▶ Create, maintain and revise a variety of forms and templates for department use; create, revise and implement procedures related to work assignment.
- ▶ Perform duties in the field related to assignments, such as, but not limited to, running general errands and delivering packets of information.
- ▶ Prepare, compile, tabulate and maintain data including databases, various documents, statistical and operational reports and records for a variety of programs as requested; and, process contracts, agreements, claims, ordinances and resolutions as assigned.

- ▶ Track or reconcile expenditures; maintain logs, inventories, ledgers and statistical records as assigned; handle routine purchasing and budget duties; maintain supply inventory; and process supply orders.
- ▶ Compile information from a variety of sources as requested; maintain financial, statistical and/or operational reports and records as applicable.
- ▶ Respond to complaints and requests for information on regulations, procedures or policies relating to responsibilities assigned; coordinate with other departments and/or outside entities as needed.
- ▶ Perform general clerical duties including filing, copying, collating, assembling, sorting, and faxing; check and record information on records; process routine requests for information; and, ensure that work is organized, handled on a priority basis and completed in a timely manner.
- ▶ Arrange, coordinate, schedule and assist with meetings and meeting facilities; prepare rooms; send notices and announcements as assigned; and, arrange or assist with refreshments.
- ▶ Schedule meetings and training for department personnel; attend and/or assist with meetings and meeting arrangements; make travel arrangements; and, process travel reimbursement.
- ▶ Provide support for departmental payroll and personnel functions; and, provide support for departmental volunteer programs.
- ▶ Receive, review and process applications for routine permits in accordance with outlined procedures and processes.
- ▶ May assist in the support of a board, committee, task force, commission or City Council, including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meetings as assigned, in accordance with deadlines.
- ▶ Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- ▶ Perform related duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of or ability to learn:

- ▶ English usage, spelling, grammar and punctuation.
- ▶ Office procedures, methods and equipment, including computers.
- ▶ Basic computer applications, such as word processing, spreadsheets, and databases.
- ▶ Records management principles and procedures, including record keeping and filing principles and practices.
- ▶ Mathematical principles.
- ▶ Basic principles of business letter writing and report preparation.
- ▶ Methods and techniques of proper phone etiquette.
- ▶ Customer service and public relations methods and techniques.

Ability to:

- ▶ Perform a variety of clerical and office support duties of a general nature for an assigned office.
- ▶ Learn the organization, operation and services of the City and of outside agencies as necessary to assume assigned responsibilities.

- ▶ Learn to correctly interpret and apply general administrative and departmental policies and procedures.
- ▶ Learn to apply applicable federal, state, and local laws, codes and regulations.
- ▶ Operate office equipment, including computers and supporting word processing, spreadsheet and database applications.
- ▶ Learn and effectively utilize various software applications.
- ▶ Learn and apply new information and skills.
- ▶ Type or enter data at a speed necessary for successful job performance.
- ▶ Establish and maintain a variety of files and records.
- ▶ Prepare routine correspondence and memoranda.
- ▶ Accurately count, record and balance assigned transactions.
- ▶ Perform routine mathematical calculations.
- ▶ Respond tactfully, clearly, concisely, and appropriately to inquiries from other City staff, the general public, the press and outside agencies.
- ▶ Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- ▶ Understand and carry out oral and written directions.
- ▶ Communicate clearly and concisely, both orally and in writing.
- ▶ Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Education:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. 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** - High School diploma or equivalent.

Licenses/Certificates/Registration Requirements:

At the option of the city, persons hired into this classification may be required to either possess at entry or obtain within specified time limits, designated licenses, certificates or specialized education and training relevant to the area of assignment. Additional requirements may include, but are not limited to the following:

- ▶ Some positions may require the possession of, or the ability to obtain and retain, a California Class C drivers license by the time of appointment. Individuals who do not meet this requirement due to a disability will be evaluated on a case-by-case basis.
- ▶ Notary Public Commission

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an incumbent to successfully perform the essential functions of this job.

Requires the mobility and manual dexterity to work in a standard office environment, use standard office equipment; speech and hearing to communicate in person and by telephone; vision to read handwritten and printed materials and a computer screen; strength and agility to lift and carry items weighing up to 10 pounds; emotional and psychological capability to work alone, concentrate, or have frequent public and/or co-worker contact. Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.