



Office Assistant I/II

Summary

Perform a variety of general clerical tasks within the assigned department or division; duties performed may include reception, typing, word processing, record keeping, and filing; operate office equipment including facsimile machine, photocopier, computer, and related devices.

Class Characteristics

Office Assistant I

The entry-level class of the clerical series that initially under close supervision, incumbents perform the more routine duties while learning department policies and procedures. As experience is gained, duties become more varied in nature and are performed under more general supervision. This class is alternately staffed with the Office Assistant II and incumbents may advance to the higher level after gaining experience and demonstrated proficiency that meets the qualifications of the higher-level class.

Office Assistant II

The journey-level class in the series, fully competent to independently perform a variety of office support duties. All positions are characterized by the presence of clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Specific duties, including the amount of typing, word processing, and use of online or personal computers will vary with the organizational unit to which assigned. This class is distinguished from incumbents in the lower classification of Office Assistant I by the relative independence with which they perform his/her duties by applying specific references, procedures, sequences, and alternatives to different work situations, and referring only non-procedural questions to the supervisor.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Assist the public in person or by phone; answer inquiries related to department or division services, programs, and operations; route phone calls as needed to appropriate individual and/or department; take and deliver messages as necessary.

Provide factual information regarding operations within assigned department or division, such as recreational classes, sports programs, and related activities.

Type correspondence, reports, forms, and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes, dictated tapes, or brief instructions, using a typewriter or word processor.

Proofread and check typed and other materials for accuracy, completeness, compliance with departmental policies, and correct English usage, including grammar, punctuation, and spelling.

Update and maintain calendars or schedules pertaining to department programs, activities, and events.

Enter and retrieve data; generate reports from an on-line or personal computer system.

As assigned, collect and process payments for classes, City programs, and reservations; input

payments and other relevant information into manual or automated system.

Prepare, track, and update a variety of reports or contracts, which may require the use of arithmetic calculations.

Maintain records and process forms, such as payroll records, facilities or park rental agreements, purchase requisitions and orders, and other relevant information specific to the department.

Establish and maintain office files for accuracy and make corrections as required.

Operate standard office equipment such as faxes, photocopiers, and computers.

Working knowledge of Microsoft Office programs.

Open and distribute mail; process outgoing mail.

Maintain an inventory of office supplies.

Perform related duties as assigned.

Skills/Abilities:

Learn and apply department or division policies and procedures.

Perform a variety of clerical duties in support of assigned department or division.

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

Generate routine reports and correspondence.

Apply office methods, rules, and policies.

Operate a computer terminal to input and retrieve data.

Make basic mathematic calculations.

Type at a speed necessary for successful performance on the job.

Understand and carry out oral and written directions.

Effectively communicate verbally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit, use the computer keyboard and mouse, use hands to finger, handle, or feel, reach with hands and arms, talk or hear, stand, walk, and stoop, or crouch. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:

Modern office practices and procedures including receptionist and telephone techniques.

Policies and procedures related to the department to which assigned.

Customer service principles and practices.

Record-keeping principles and procedures.

Use of modern office equipment, including computers and associated word processing and spreadsheet applications.

English grammar, spelling, vocabulary, and punctuation.

Basic business arithmetic.

Principles and practices of filing and record keeping.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Office Assistant I/II

Education:

Equivalent to graduation from high school.

Office Assistant I

Experience:

No previous experience is required.

Office Assistant II

Experience:

Two years of general clerical or office assistant experience.

Certiifcates/Licenses:

Possession of a valid California Class C driver's license.

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