



Office Assistant

DEFINITION

Under general supervision, perform a variety of general clerical work in support of the organizational unit to which assigned; provide word processing and data entry support; and provide general information and assistance to staff and the public.

SUPERVISION RECEIVED

Reports to the assigned supervisor within the assigned department.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Perform a wide variety of general clerical work including maintaining records, verifying accuracy of information, and recording information.

Perform a variety of routine bookkeeping duties including simple posting of prepared data and verification of data entered.

Compile information and data for reports; check and tabulate data.

Provide information and forms to staff and the public; collect and process appropriate information; apply departmental and program policies and procedures in determining completeness of applications, records, and files; collect and account for monies.

Type, proofread, and word process a variety of documents including general correspondence, agendas, reports, newsletters, and memoranda.

Assist in the development of forms, worksheets, and recordkeeping systems for the collection, dissemination, and maintenance of appropriate unit, program, or department information.

Receive calls and visitors; respond to general complaints and requests for information from the public; interpret basic services, policies, rules, and regulations in response to inquiries and complaints; assist in the resolution of concerns and complaints; refer inquiries to appropriate staff; route calls and take messages as appropriate.

Receive, open, review, sort, date stamp, and distribute office mail; review correspondence directed to assigned staff; prepare written responses as directed.

Monitor special projects, assignments, and activities for assigned unit, program, or department.

Operate modern office machines and equipment including word processors, typewriters, printers, copiers, calculators, microfilm machines, and FAX machines; routinely use a full range of word processing and spreadsheet computer software applications.

Assist in office maintenance; order supplies.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

ESSENTIAL JOB RELATED QUALIFICATIONS

Knowledge of:

Standard office procedures, methods, and computer equipment.

English usage, spelling, vocabulary, grammar, and punctuation.

Principles and procedures of recordkeeping.

Basic word processing methods, techniques, and programs.

Basic mathematical principles.

Numerical, alphabetical, and subject matter filing systems.

Principles and practices used in dealing with the public.

Safe driving principles and practices.

Skill to:

Operate modern office equipment including computer equipment and software.

Type at a speed of 50 words per minute and enter data at a speed necessary for successful job performance.

Operate a motor vehicle safely.

Ability to:

Learn and apply pertinent federal, state, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Learn the procedures and functions of assigned position.

Work under supervision within a well-defined framework of standard policies and procedures.

Perform general clerical work including maintaining appropriate files and compiling information for reports.

Respond to routine questions from the public and City personnel regarding policies and procedures for assigned area.

Perform mathematical computations quickly and accurately.

Plan and organize work to meet schedules and timelines.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Experience:

One year of clerical experience.

Training:

Equivalent to a high school diploma.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment including ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift 20 lbs.; ability to travel to different sites and locations.

Effective date: October 2003

Revised: February 2009