



OFFICE ASSISTANT

DEFINITION

Under general supervision, provides a limited spectrum of routine office support activities to an assigned department, including word processing, data entry and organization, telephone and counter reception, scheduling, maintaining records, and filing; creates routine forms, memoranda, correspondence, and/or reports; performs routine operation of equipment; provides information and assistance to staff and the general public; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

DISTINGUISHING CHARACTERISTICS

This is a clerical classification performing a limited spectrum of routine office support and customer service duties. Incumbents serve to relieve departmental staff of performing administrative detail work and are expected to function with very little direct oversight. This class is distinguished from an Office Specialist in that the latter performs a variety of administrative, secretarial, and office support duties of considerable complexity, requiring thorough knowledge of the assigned department, division, or program, which requires an additional definable requirement of technical knowledge and skill.

EXAMPLES OF TYPICAL 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.

- Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate locations and/or staff; 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 the public; directs callers to appropriate City staff as necessary.
- Maintains calendars and makes meeting arrangements; schedules meetings between City staff and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
- Performs a variety of routine clerical duties including opening and routing mail and deliveries; preparing correspondence; filing and record keeping; duplicating and distributing various written materials; and ordering and keeping inventory of office supplies.
- Organizes, maintains, and updates departmental record systems using database software; enters and updates information with departmental activity, files, and report summaries; prepares documents for imaging; organizes and maintains various administrative, reference, imaging, and follow-up files.
- Gathers, assembles, updates, and distributes a variety of department or City specific information, forms, records, and data as requested.
- Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, calendars, and memoranda; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking

purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for department head approval.

- Maintains, organizes, and cleans office, conference rooms, and supply room.
- Assists with special projects and events as required.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Departmental practices and procedures and applicable City policies.
- Clerical practices and procedures.
- Business letter writing and the standard format for typed materials.
- Basic principles of record-keeping.
- Basic arithmetic.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Perform responsible clerical support work with accuracy, speed, and minimal supervision.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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:

Equivalent to graduation from the twelfth (12th) grade and one (1) year of experience performing clerical work in an office environment. Bilingual proficiency is desired.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 up to 20 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

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.