

Office Assistant I & II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision (Office Assistant I) or general supervision (Office Assistant II) of assigned supervisory or management staff, performs a variety of general and specialized office support and clerical duties and activities in support of assigned department, division, or function; receives and directs telephone calls and visitors; assists citizens and the general public and provides information related to specific program area of assignment; receives, routes, and distributes incoming and outgoing mail; and maintains a variety of files and records.

IDENTIFYING CHARACTERISTICS

Office Assistant I

This is the entry-level class in the Office Assistant series. This class is distinguished from the Office Assistant II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory or management staff.

Office Assistant II

This is the experienced level within the Office Assistant series. Employees within this class are distinguished from the Office Assistant I by the ability to perform the full range of general clerical and office support duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, possess more detailed knowledge of City policies and procedures, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the "I" level, or when filled from the outside, have prior experience.

REPRESENTATIVE DUTIES

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.

1. Answers multi-line telephone system and routes calls to appropriate personnel; assists the general public and outside groups and agencies by providing information related to specific areas of assignment; directs customers to appropriate City divisions/departments as appropriate and necessary; coordinates with other departments on interrelated issues and projects.
2. Provides front counter assistance; screens office visitors and provides information within area of assignment; responds to requests for information and distributes appropriate forms and manuals; may accept applications and payments.
3. Verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports;

City of Placerville
Office Assistant I & II

provides information and forms to the public; collects and processes appropriate information.

4. Maintains accurate and up-to-date files and records for assigned areas; monitors various logs, accounts, and files for current and accurate information; develops, organizes, and maintains filing systems.
5. Types, proofreads, and word processes a variety of documents and forms including general correspondence, reports, and memoranda from rough draft or verbal instruction; disseminates information as appropriate.
6. Performs a variety of routine clerical accounting duties involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; verifies accounting records; provides assistance to staff, vendors, and the general public in assigned areas.
7. Collects, receipts, and processes monies received including cash and check payments; totals cash receipts and balances to amounts entered on computer; prepares deposits.
8. Collects and assembles data and background materials for a variety of reports; compiles and enters data into computer from various sources; verifies data for accuracy and completeness; inputs corrections and updates.
9. Assists in the preparation, duplication and distribution of agendas and other meeting materials for the City Council and other City committees and commissions; may attend City Council or other commission meetings to take notes and prepare minutes.
10. Processes mail including receiving, sorting, and distributing incoming and outgoing correspondence.
11. Operates a variety of office equipment including a typewriter, telephone systems, copier, facsimile machine, adding machine, cash register, and computer.
12. Assists with the inventory and ordering of office supplies.
13. Performs related duties as required.

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:

1. Modern office procedures, methods, and equipment including computers.
2. Principles and procedures of record keeping and filing.
3. Methods and techniques of proper phone etiquette.
4. Customer service techniques, practices, and principles.
5. English usage, spelling, grammar, and punctuation.
6. Basic computer applications such as word processing, spreadsheets, and statistical databases.
7. Basic mathematical principles.

8. Methods and practices utilized in the preparation of letters, memorandums, and reports.

Ability to:

1. Perform varied office and clerical support duties and tasks.
2. Type and enter data at a speed necessary for successful job performance.
3. Learn the operations, services, and activities of specific program area.
4. Learn, interpret, and apply administrative and departmental policies and procedures.
5. Work cooperatively with other departments, City officials, and outside agencies.
6. Respond tactfully, clearly, concisely, and appropriately to inquiries related to area of responsibility.
7. Compile data and participate in the preparation of clear and concise reports.
8. Accurately count, record, and balance assigned transactions.
9. Set up and maintain a variety of files and records.
10. Plan and organize work to meet changing priorities and deadlines.
11. Perform the required office support activities in an accurate and timely manner.
12. Operate office equipment including computers and supporting word processing and spreadsheet applications.
13. Answer multiple phone lines and correctly transfer calls. Operate two-way radio communications equipment.
14. Clearly, accurately, and in a professional manner communicate department policies and procedures to the public and other employees
15. Work with time deadlines and constant interruptions.
16. Perform mathematical calculations.
17. Follow oral and written instructions.
18. Work independently in the absence of supervision.
19. Communicate clearly and concisely, both orally and in writing.
20. Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Office Assistant I

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Some clerical experience involving a high level of public contact is highly desirable.

Office Assistant II

Education/Training:

Equivalent to the completion of the twelfth grade. Specialized general office and clerical training is highly desirable.

Experience:

Two years of responsible clerical experience involving a high level of public contact comparable to an Office Assistant I with the City of Placerville.

License or Certificate:

Possession of, or ability to obtain by date of appointment, an appropriate driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 disabilities to perform the essential job functions.

Environment:

Work is performed primarily in a standard office environment with extensive public contact and constant interruptions.

Physical:

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision:

See in the normal visual range with or without correction.

Hearing:

Hear in the normal audio range with or without correction.