



JULY 2009
FLSA: NON-EXEMPT

OFFICE ASSISTANT

DEFINITION

Under direct supervision, provides a variety of office support activities to an assigned District department or division, which may include word processing, data entry, telephone and counter reception, record-keeping, basic report preparation, and filing; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This is the entry-level class in the office support and administrative series. Initially under close supervision, incumbents with some clerical experience perform basic clerical and office support duties, including document preparation, record-keeping, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Positions at this level usually perform many of the duties required of the Administrative Assistant, but are not expected to function at the same skill level, have less programmatic knowledge, and usually exercise less independent discretion and judgment in matters related to work procedures and methods.

EXAMPLES OF ESSENTIAL 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.

- Performs a wide variety of routine office administrative duties to support departmental operations, including answering telephones, interacting with walk-in customers, filing, and sorting and delivering mail.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
- Screens calls, visitors, and incoming mail; assists the public at front counter and directs visitors 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; enters/tracks public calls and walk-ins into appropriate computer databases; directs callers to appropriate District staff as necessary.

- 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.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Gathers, assembles, updates, and distributes a variety of department or District specific information, forms, records, and data as requested.
- May assist with special departmental projects and programs as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Basic principles and practices of data collection and report preparation.
- Basic mathematics
- Principles of business letter writing.
- Basic principles of record-keeping.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Perform responsible clerical support work with accuracy and speed.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn, interpret, and apply administrative, District, and departmental policies and procedures.
- Compose basic correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Learn and understand the organization and operation of the District 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.
- Organize own work, set priorities, and meet critical time deadlines.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment and word-processing and spreadsheet application programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious 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 the completion of the twelfth (12th) grade and one (1) year of responsible administrative support experience, preferably involving public contact and customer service.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, 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 25 pounds.

ENVIRONMENTAL ELEMENTS

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.