



## OFFICE ASSISTANT

*Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.*

### **Definition:**

Under supervision, performs a wide variety of routine clerical duties in support of a City department. The Office Assistant is distinguished from the Administrative Assistant I by the routine work duties assigned to the Office Assistant whereas the Administrative Assistant I is assigned more varied and complex duties. Specific duties of this position varies based on department assignment.

### **Classification Characteristics:**

The Office Assistant is an entry level clerical position. The Office Assistant must be responsible, accurate, and proficient in the duties assigned and must possess strong customer service skills. This position receives direct supervision.

### **Essential Functions:**

- Perform a variety of clerical duties in support of department functions including typing and proofreading a variety of correspondence, reports, standard forms, lists, and address labels from handwritten or typed copy, oral direction, or transcription machine.
- Answer the telephone and greet office and telephone callers; provide information on departmental and City policies and procedures and refer calls to appropriate personnel.
- Receive, sort and distribute incoming and outgoing correspondence and mail.
- Copy, fax and distribute materials in accordance with prescribed methods, such as routing based on material content.
- Perform routine clerical work including filing and routine record keeping.
- Operate a variety of office equipment including computers, copiers, and facsimile machines; input and retrieve data and text.
- Order and maintain office supplies.

### **Qualifications:**

#### Knowledge of:

- General office procedures, methods, and equipment including computer equipment.
- English usage, spelling, grammar, and punctuation.
- Principles and procedures of record keeping.
- Principles and procedures of numeric and alphabetical filing systems.
- Basic mathematics.

Ability to:

- Operate office equipment including a computer.
- Type at a speed necessary for successful job performance.
- Meet schedules and timelines.
- Maintain a departmental filing system.
- Understand and follow oral and written instructions
- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgement, flexibility, and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

One year of general clerical experience which includes customer service.

Training:

Equivalent to completion of the twelfth grade.

**Working Conditions:**

Work in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for customer service at the public counter and on the telephone. Vision is required for memos, letters, and invoices. Lift and carry objects weighing up to 15 pounds.