

CITY OF TAFT

CLASS TITLE: OFFICE ASSISTANT I/II

Salary Range 21.1 / 23.1

Level I- \$1057.16-\$1284.98 Bi-weekly

BASIC FUNCTION:

Level II- \$1111.29-\$1350.78 Bi-weekly

Under general supervision, the classification performs a variety of general and/or specialized clerical, secretarial and administrative work including answering phones, providing customer assistance, cashiering, filing, reception, form processing, record maintenance, mail, typing or data entry and bookkeeping; obtain and relate information related to department records, programs, and services; and perform other related duties as assigned.

This Office Assistant I is the entry level classification in the Office Assistant series. Incumbents at this level perform tasks which are more simple, routine or repetitive, or work under close supervision. The Office Assistant II is the journey level in the Office Assistant series. Incumbents at this level perform more difficult and responsible office support work within the framework of established work methods and procedures. Progression from Level 1 to Level 2 is not automatic but is based upon the skill set of the incumbent and the needs of the department or area of assignment. Incumbents are required to have an understanding of the system to which assigned in order to perform day-to-day assignments, coordinate work with others and answer a variety of questions related to department services, and operations.

REPORTS TO:

Various management positions depending on area of assignment.

SUPERVISES:

None

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Assist the public in person or by telephone and obtains information needed in order to determine appropriate action to be taken.
- Schedules appointments; registers personnel for conferences and seminars; makes travel arrangements and itineraries; coordinates public use of City facilities (City Park, Council Chambers, Conference Rooms, etc.).
- Answer inquiries related to the department services, programs and operations. Disperse relevant information and refer clients to the appropriate personnel or location.
- Explain proper use of forms and documents, screen and distribute incoming mail, material, and letters.
- Screen and route incoming calls using a phone console or routing equipment.
- Maintain a variety of department personnel, financial, and statistical files and records in accordance with prescribed procedures and regulations.
- Check and review a diversity of information for completeness and accuracy, resolving discrepancies and errors.

- Perform numerical, alphabetical, chronological and/or subject matter filing, control logs, researches and assembles information from different locations.
- Compile and assemble information from various sources and produces a variety of computer generated materials such as graphs, letters, reports, and fiscal or statistical statements.
- Proof read typewritten material for grammar, punctuation, spelling, sentence structure, format, layout and clarity of language. Verify completeness and accuracy of references and identifies and corrects errors.
- Order supplies, monitor inventories, arrange for equipment repair, and maintain property control records.
- Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
- Prepares agendas and supporting materials; may take and transcribe minutes; prepares and distributes minutes and reports.
- Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons;
- May serve as cashier including receipting of utility payments and various other payments.
- Issues various licenses and permits as assigned.
- Provides back-up to related positions.
- Prepares and maintains employee time and other related records for the department; may maintain City and departmental filing systems.
- Operate a personal computer and other modern office equipment.
- Communicate effectively with others in person, in writing, and over the telephone and respond appropriately to situations.
- Create correspondence, spreadsheets, and presentation materials using various computer software programs.
- Complete multiple priority projects with conflicting deadlines and under stressful conditions.
- Attends assigned meetings and training and conferences; interacts with outside agencies and commissions; participates in teams, or committees, or associations, as needed.
- Some positions may be required to be fluent in languages in addition to English.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Clerical and department work practices, procedures, programs, services, policies, and regulations.
- Correct English usage, grammar, sentence structure, spelling, vocabulary and punctuation.
- Basic mathematical functions.

- Modern office methods and practices including filing systems, business correspondence, and reception techniques.
- Business report writing and customer service techniques.
- Common word processing, spreadsheet, and database software packages.

Ability to:

- Understand and carry out oral and written instructions.
- Exercise good and independent judgment in determining and selecting appropriate process and responses.
- Prepare and maintain accurate reports and records.
- Establish and maintain cooperative and effective work relationship with others.
- Deal tactfully and courteously with the public, county employees, and other staff.
- Organize work and carry out assignments with minimum supervision.
- Communicate effectively both orally and in writing.
- Proofread material.
- Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.
- Perform cashier duties accurately.
- Communicate effectively verbally and in writing; ability to handle stressful situations.
- Work with and control sensitive and confidential information.
- Establish and maintain respectful, effective and cooperative working relationships with those contacted in the course of work.

DESIRED MINIMUM QUALIFICATIONS:

Any combination of experience and education that would be likely to provide the required knowledge, skills, and abilities could be qualifying, as determined by the City. A typical way would be:

Education and Experience:

LEVEL I -

Graduation from a high school or GED equivalent and

One (1) year of related work experience involving general office practices such as reception, typing, filing, and bookkeeping.

LEVEL II –

Two (2) years of increasingly responsible related experience equivalent to the duties and responsibilities of an Office Assistant I.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

TOOLS AND EQUIPMENT USED

Desktop computers, and software including word processing and spreadsheet applications; calculator; phone; and copy and fax machine, postage machine; 10-key calculator; dictating and recording equipment.

PHYSICAL DEMANDS

Work is performed mostly in office settings. Hand-eye-coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand or sit; walk; use hands to ginger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk or hear.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.