

**OFFICE ASSISTANT I
OFFICE ASSISTANT II**

DEFINITION

Under direct supervision, performs a wide variety of typing and general clerical work of a routine nature; provides detailed information and assistance to the public relating to departmental policies, procedures and activities; performs related work as assigned.

CLASS CHARACTERISTICS

Office Assistant I is the entry level for clerical employees required to have basic skills, but limited previous clerical experience. Employees in this class normally work under close and continuous supervision performing repetitive or closely related duties according to established procedures. While a variety of tasks may be assigned, each step usually fits a pattern that has been established and explained before work is started. Generally, work is observed and reviewed both during its performance and upon completion. Office Assistant I's are normally considered to be in a training status and, as assigned responsibilities and breadth of knowledge increase with experience, may reasonably expect promotion to the next higher class of Office Assistant II. The progression of an Office Assistant I to an Office Assistant II requires an evaluation of employee skill and performance levels by management.

Office Assistant II is the class that is normally filled by advancement from the lower class of Office Assistant I, or, when filled from the outside, requires prior clerical experience. Office Assistant II works under general supervision and, within a framework of established procedures, is expected to perform a wide variety of general clerical duties with occasional instruction or assistance. Adequate performance at this level requires a knowledge of departmental procedures and precedents, and the ability to choose among alternatives in solving problems. An Office Assistant II is expected to work productively even in the absence of a supervisor. Employees in this class may often have contact with the public, answering a variety of procedural questions, or giving out factual information.

ESSENTIAL FUNCTIONS

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability.

Types a variety of documents in draft and final form, such as correspondence, standard forms, charts, and reports using a computer or word processing equipment; types from written, recorded, or printed sources and/or oral instructions; proofreads materials for correct grammar, spelling, and punctuation.

Prepares, validates, processes, and/or checks a variety of documents and records, such as time-sheets, invoices, confirming requisitions, and public notices for completeness, accuracy, and submission standards; compiles and records fiscal and statistical data according to established procedures; may keep petty cash.

Receives the public/work unit clients and answers calls; determines how incoming calls should be routed; directs people to appropriate offices; answers routine questions; explains routine procedures, processes, or departmental activities; distributes and explains forms, such as applications or permits; obtains routine factual information to create or update client/work unit files; provides routine assistance; may facilitate registration for department activities and events; may issue minor building permits; may use a radio to dispatch calls.

Compiles routine reports by extracting and/or tabulating information from a variety of sources, such as files, correspondence, meeting notes, logs, previous reports, and/or oral instruction; may assist with research and preparation of community relations programs and materials.

Recommends and assists in implementing office programs and clerical systems, procedures, and policies; provides temporary and vacation relief in similar occupational fields as necessary.

ESSENTIAL FUNCTIONS (Continued)

When assigned to business licensing; responds to inquiries and resolves problems/complaints; reviews applications, enters data into computer and issues licenses and renewals.

Sorts and/or files materials such as correspondence, records, applications, and documents; prepares mailings; maintains files, conducts systematic file search for misplaced materials; maintains cross reference files or notices; purges filing system.

Operates a variety of office equipment, such as cash register, radio, copiers, word processing or personal computer, system software modules and peripheral equipment; may perform equipment/system maintenance checks.

QUALIFICATIONS GUIDELINESEducation and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include

Office Assistant I: graduation from high school or equivalent and some experience in related clerical work, involving a variety of typing and/or office operation responsibilities; including or supplemented by training in the clerical occupational field.

Office Assistant II: graduation from high school or equivalent, and one year of experience in related clerical work, involving a variety of typing and/or office operation responsibilities; including or supplemented by training in the clerical occupational field.

Knowledge, Skills, and Abilities

Office Assistant I: Working knowledge of general office methods and procedures; office equipment operation. Skill in the operation of office equipment, including operation of a typewriter at 40 net wpm with no more than 10 errors or a computer at a comparable rate of speed may be required for some assignments. Ability to use correct English grammar, punctuation, and spelling; alphabetize or numerically/chronologically sort materials; use a computer and a variety of software programs; receive the public in person or over the phone; establish and maintain cooperative working relationships.

Office Assistant II: Working knowledge of related office methods and procedures; office equipment operation. Skill in the operation of a variety of office equipment, including typewriter operation at a rate of 50 net wpm with no more than 10 errors or a computer at a comparable rate of speed may be required for some assignments. Ability to use correct English grammar, punctuation, and spelling; understand and follow verbal and written directions; receive the public in person or over the phone; apply and explain regulations, policies, and procedures; use a computer and a variety of software programs; maintain records and perform specific program activities; establish and maintain cooperative working relationships.

Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record (may be required for some assignments.)

PHYSICAL PROFILE: I, 4, 7