

OFFICE ASSISTANT

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

DEFINITION

Under direct and general supervision, to perform a wide variety of general clerical work in support of an assigned function; to provide customer service in-person and on the phone; and to provide information and assistance to staff and the public.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Act as a receptionist; assist and respond to requests for information from staff and the public in person or by phone, provide basic information on department and assigned program policies and procedures; assist in the registration of participants in assigned City sponsored programs; issue, receive type and process various applications, reports, permits, licenses and other forms; collect and process fees and charges.
- Type, enter, record, proofread and process a variety of documents including general correspondence, reports, memos and statistical charts from rough draft, dictaphone recordings or verbal instruction; may compose routine correspondence.
- Perform various clerical duties on a computer which may include typing, entering data into a spreadsheet or database program; may perform routine system back-up duties; run computer reports as requested; process department reports.
- Maintain a variety of statistical records; check and tabulate statistical data; prepare routine statistical reports.
- Perform a wide variety of routine clerical work including sorting, filing, copying, billing, verifying, recording information on records, and sending notices when necessary.
- Schedule and appointments as assigned.
- Receive, sort and distribute incoming and outgoing mail; may order office supplies.
- Perform related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and procedures of filing and record keeping.
- Proper English usage and correct spelling, grammar, and punctuation.
- Methods and procedures of data entry.
- Modern office procedures, methods, and equipment.
- City policies and procedures related to assigned area.

Ability to:

- Operate advanced functions of office equipment, computers, and standard software.
- Ability to type at a speed of 40 words per minute (net) from clear printed copy.
- Meet schedules and timelines.

- Maintain records and databases and generate reports.
- Communicate clearly and concisely, both verbally and in writing.
- Establish and maintain effective working relationships.
- Provide excellent customer service.

Minimum Qualifications

Experience and/or Education:

Some clerical experience is highly desirable.

License Requirement

Some positions may require possession of a valid California Class C Driver License at the time of appointment. Individuals who do not meet this requirement due to a physical disability will be reviewed on a case-by-case basis.

Physical Requirements

Work is performed in a typical office environment. (1) Mobility: frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. (7) Environmental: frequent exposure to noise.

Other Requirements

Some evening or weekend work may be required.

Classification	Adopted	Revised	Retitled	Class Code	FLSA Designation	Rep Unit
Office Assistant	1/92	5/07		5101	Non-Exempt	3

Approved: _____
Human Resources Director

Date: _____